



# ArchiMetal

1 Jun 2022 00:01:11

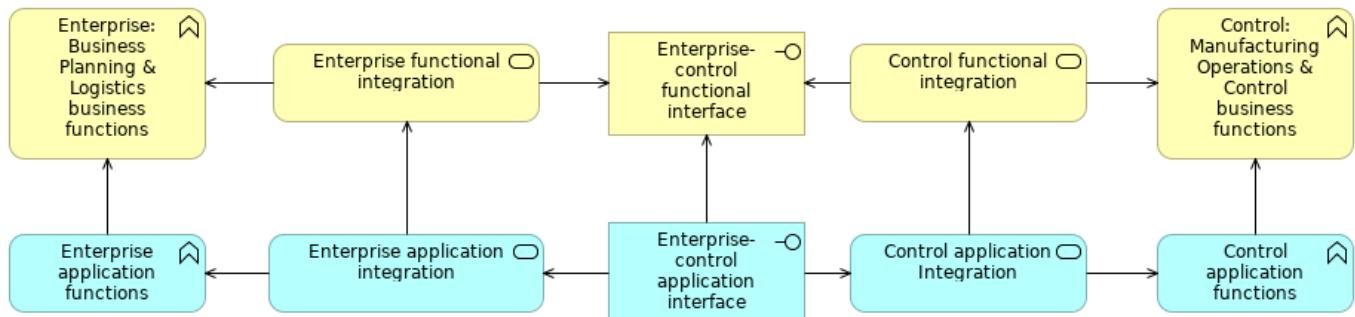
# Purpose

This Case Study demonstrates the value of the ArchiMate 2.1 modeling language for planning and expressing complex business transformation. The Case Study is about a fictitious manufacturer named ArchiMetal. Through high-level architecture modeling, the ArchiMate language illuminates the coherence between an organization, and its processes, applications, and infrastructure. This Case Study presents examples of ArchiMate models that can be elaborated as necessary for analysis, communication, decision support, and implementation.

# Views

## 01-1. Summary functional enterprise-control model

No viewpoint

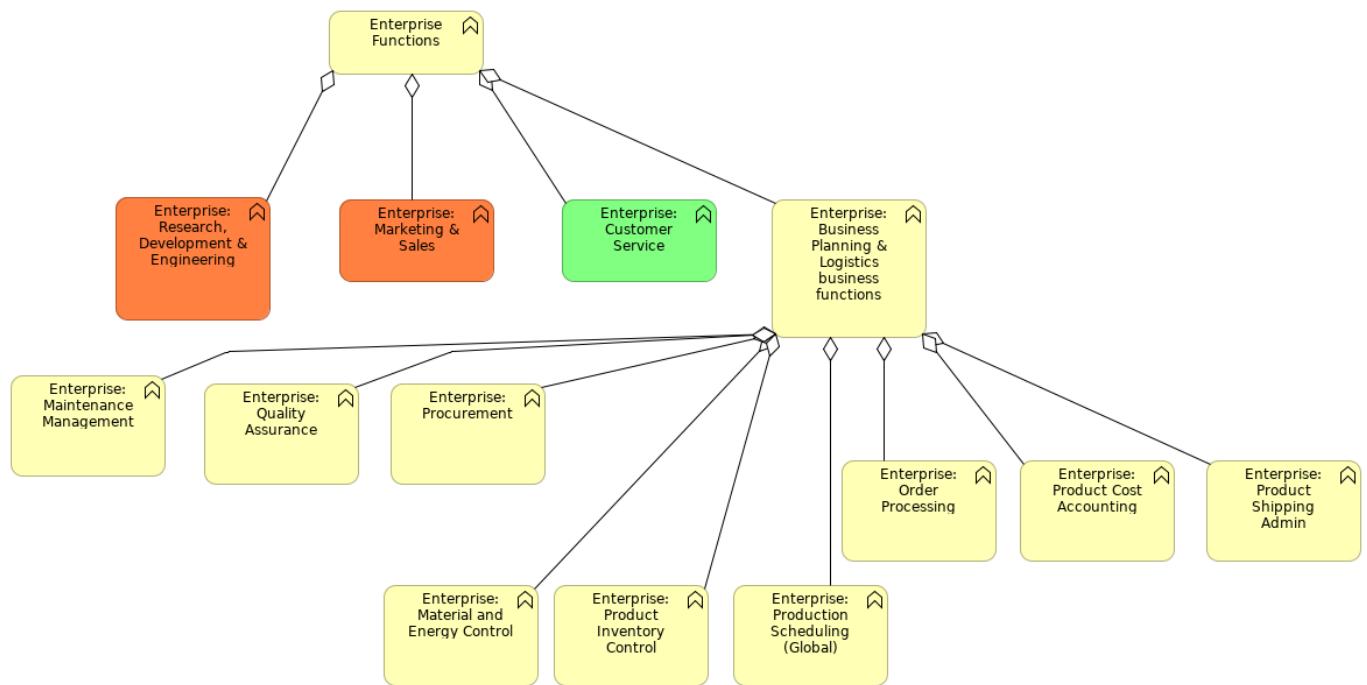


## Elements

Element	Type
Control application functions	Application Function
Control application Integration	Application Service
Control functional integration	Business Service
Control: Manufacturing Operations & Control business functions	Business Function
Enterprise application functions	Application Function
Enterprise application integration	Application Service
Enterprise functional integration	Business Service
Enterprise-control application interface	Application Interface
Enterprise-control functional interface	Business Interface
Enterprise: Business Planning & Logistics business functions	Business Function

## 01-2. Enterprise functions

No viewpoint

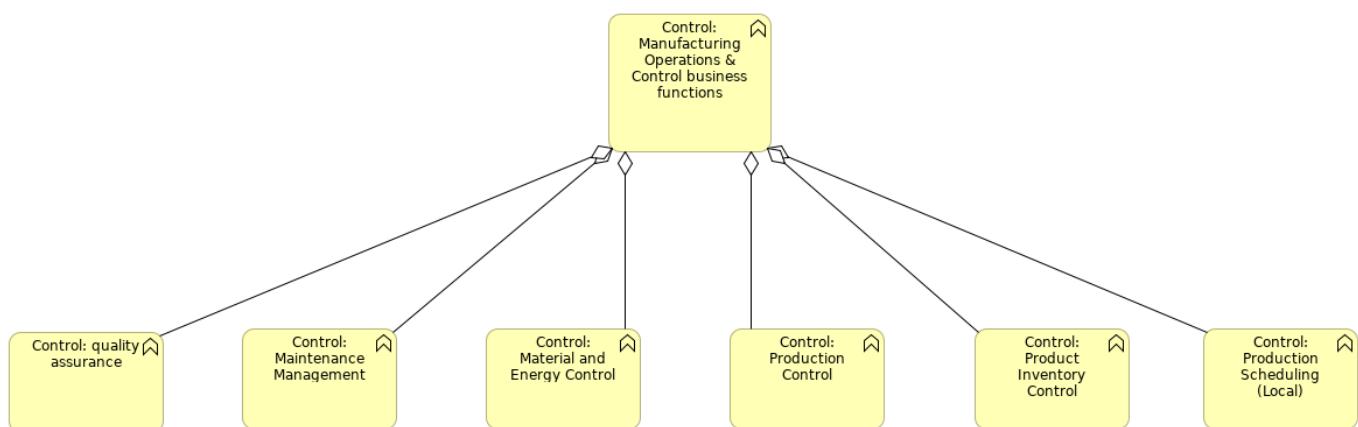


## Elements

Element	Type
Enterprise Functions	Business Function
Enterprise: Business Planning & Logistics business functions	Business Function
Enterprise: Customer Service	Business Function
Enterprise: Maintenance Management	Business Function
Enterprise: Marketing & Sales	Business Function
Enterprise: Material and Energy Control	Business Function
Enterprise: Order Processing	Business Function
Enterprise: Procurement	Business Function
Enterprise: Product Cost Accounting	Business Function
Enterprise: Product Inventory Control	Business Function
Enterprise: Product Shipping Admin	Business Function
Enterprise: Production Scheduling (Global)	Business Function
Enterprise: Quality Assurance	Business Function
Enterprise: Research, Development & Engineering	Business Function

## 01-3. Control functions

No viewpoint

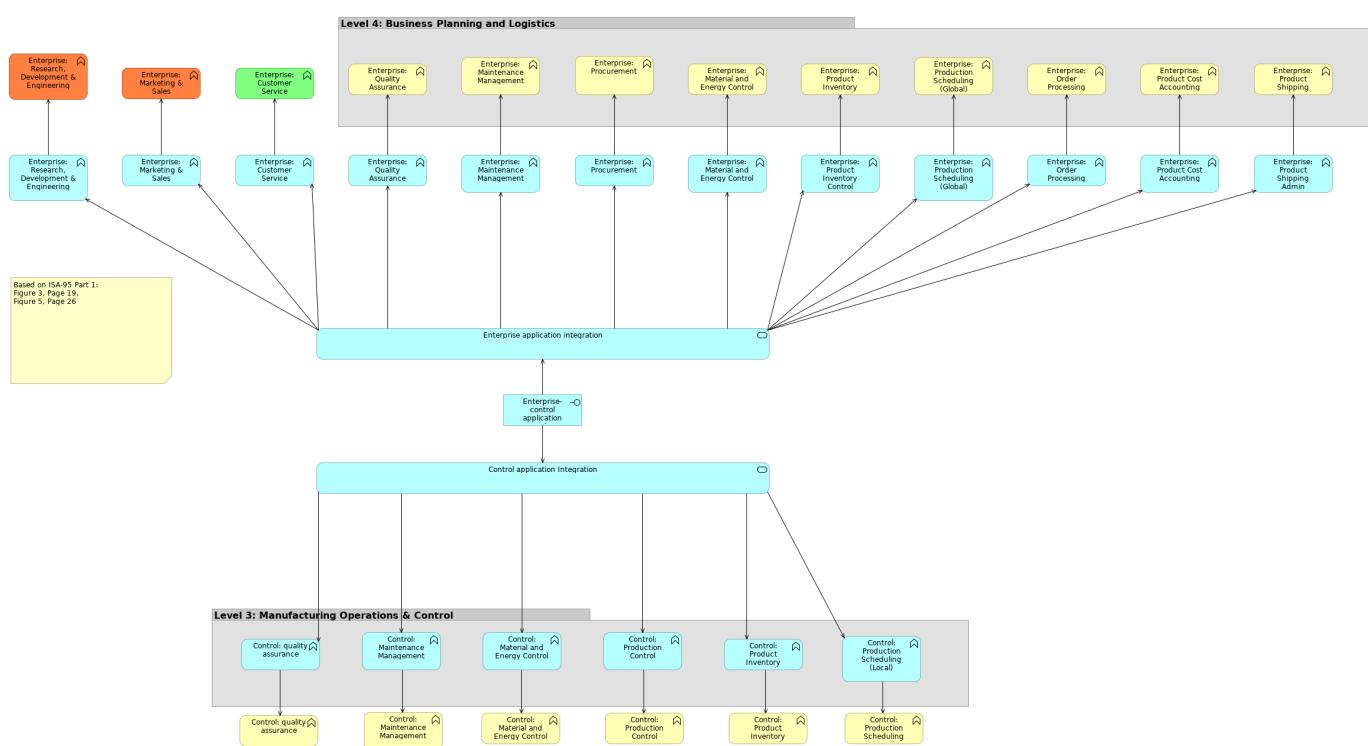


### Elements

Element	Type
Control: Maintenance Management	Business Function
Control: Manufacturing Operations & Control business functions	Business Function
Control: Material and Energy Control	Business Function
Control: Product Inventory Control	Business Function
Control: Production Control	Business Function
Control: Production Scheduling (Local)	Business Function
Control: quality assurance	Business Function

# 01. Functional enterprise-control model

No viewpoint



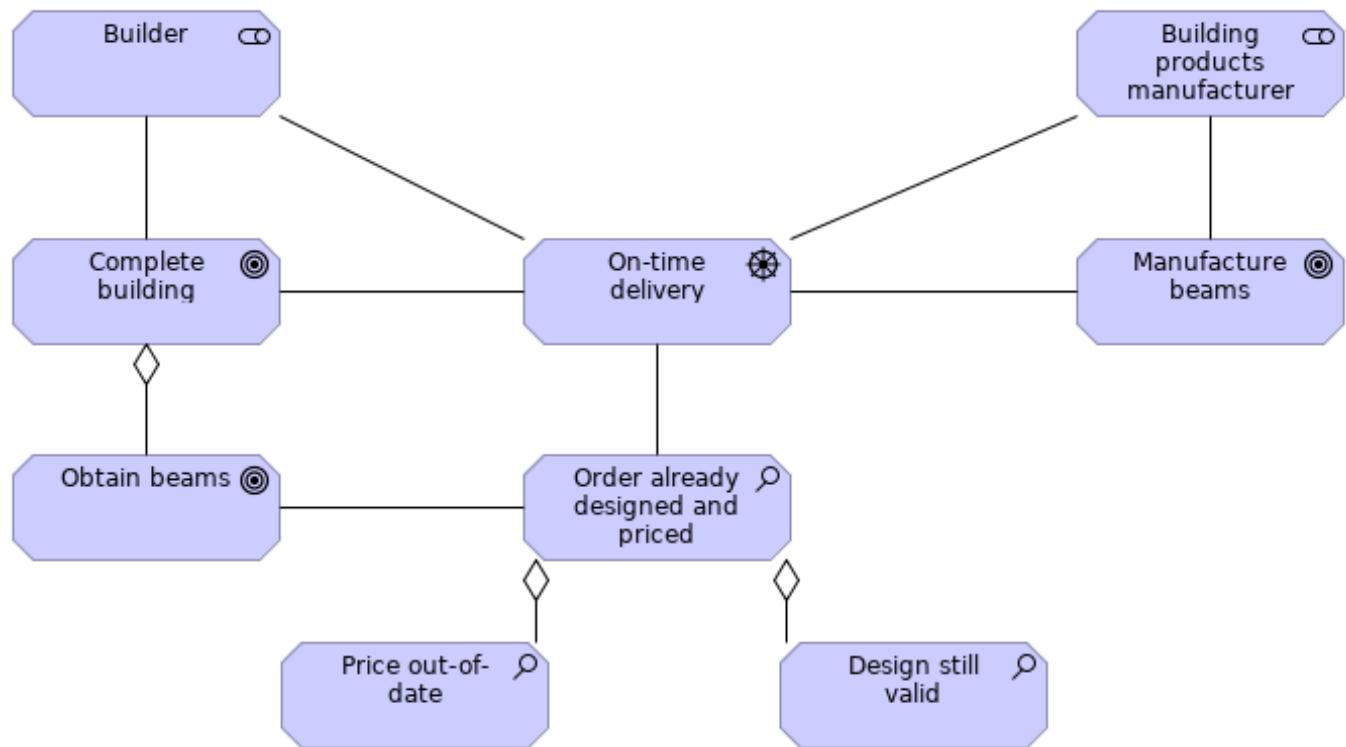
## Elements

Element	Type
Control application Integration	Application Service
Control: Maintenance Management	Business Function
Control: Maintenance Management	Application Function
Control: Material and Energy Control	Business Function
Control: Material and Energy Control	Application Function
Control: Product Inventory Control	Business Function
Control: Product Inventory Control	Application Function
Control: Production Control	Business Function
Control: Production Control	Application Function
Control: Production Scheduling (Local)	Business Function
Control: Production Scheduling (Local)	Application Function
Control: quality assurance	Business Function
Control: quality assurance	Application Function
Enterprise application integration	Application Service
Enterprise-control application interface	Application Interface
Enterprise: Customer Service	Application Function
Enterprise: Customer Service	Business Function
Enterprise: Maintenance Management	Application Function
Enterprise: Maintenance Management	Business Function
Enterprise: Marketing & Sales	Application Function
Enterprise: Marketing & Sales	Business Function
Enterprise: Material and Energy Control	Application Function

<b>Element</b>	<b>Type</b>
Enterprise: Material and Energy Control	Business Function
Enterprise: Order Processing	Application Function
Enterprise: Order Processing	Business Function
Enterprise: Procurement	Application Function
Enterprise: Procurement	Business Function
Enterprise: Product Cost Accounting	Application Function
Enterprise: Product Cost Accounting	Business Function
Enterprise: Product Inventory Control	Application Function
Enterprise: Product Inventory Control	Business Function
Enterprise: Product Shipping Admin	Application Function
Enterprise: Product Shipping Admin	Business Function
Enterprise: Production Scheduling (Global)	Application Function
Enterprise: Production Scheduling (Global)	Business Function
Enterprise: Quality Assurance	Application Function
Enterprise: Quality Assurance	Business Function
Enterprise: Research, Development & Engineering	Application Function
Enterprise: Research, Development & Engineering	Business Function

# 01. Stakeholder

No viewpoint

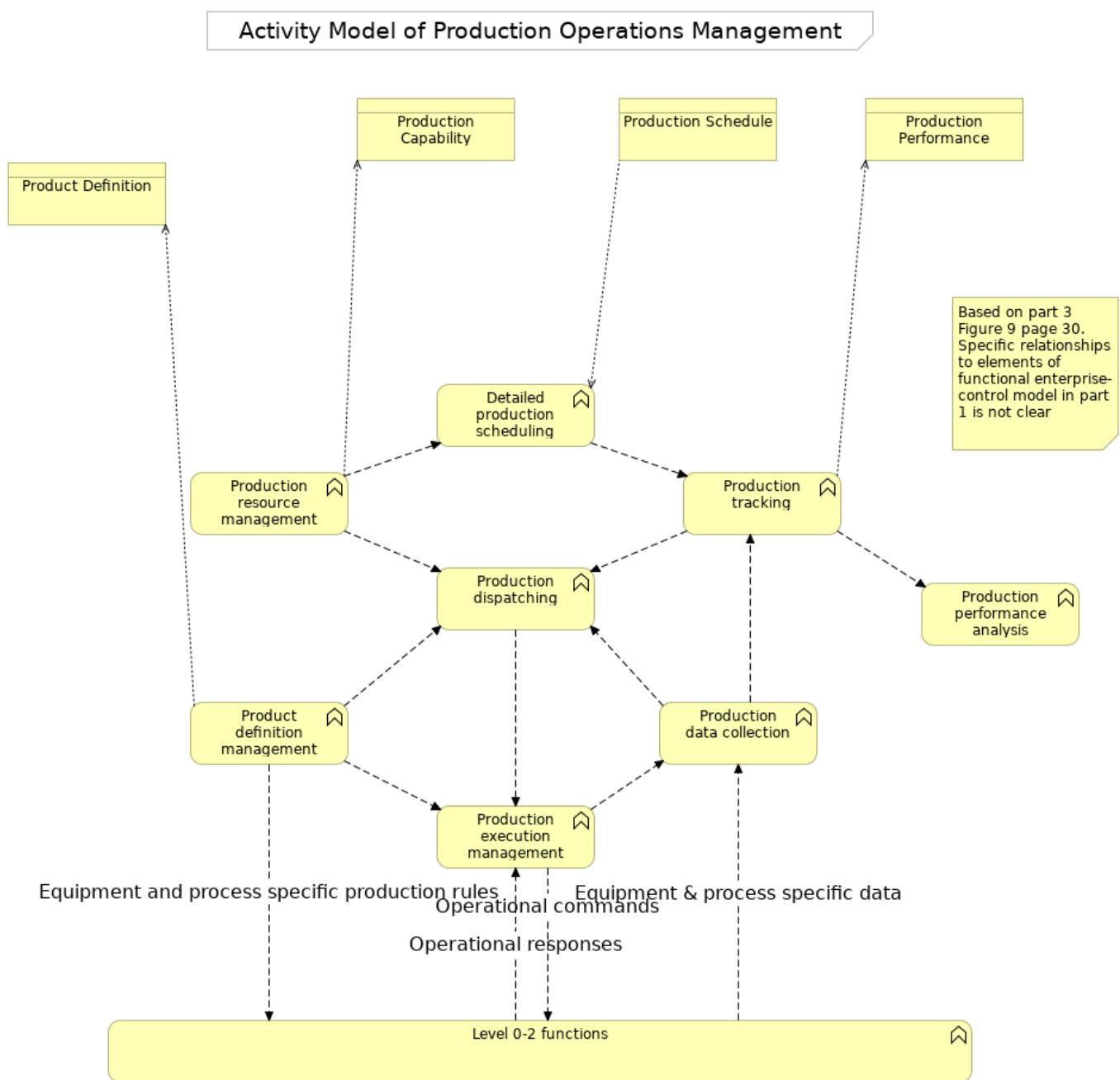


## Elements

Element	Type
Builder	Stakeholder
Building products manufacturer	Stakeholder
Complete building	Goal
Design still valid	Assessment
Manufacture beams	Goal
Obtain beams	Goal
On-time delivery	Driver
Order already designed and priced	Assessment
Price out-of-date	Assessment

## 02. Activity model of production operations management

No viewpoint



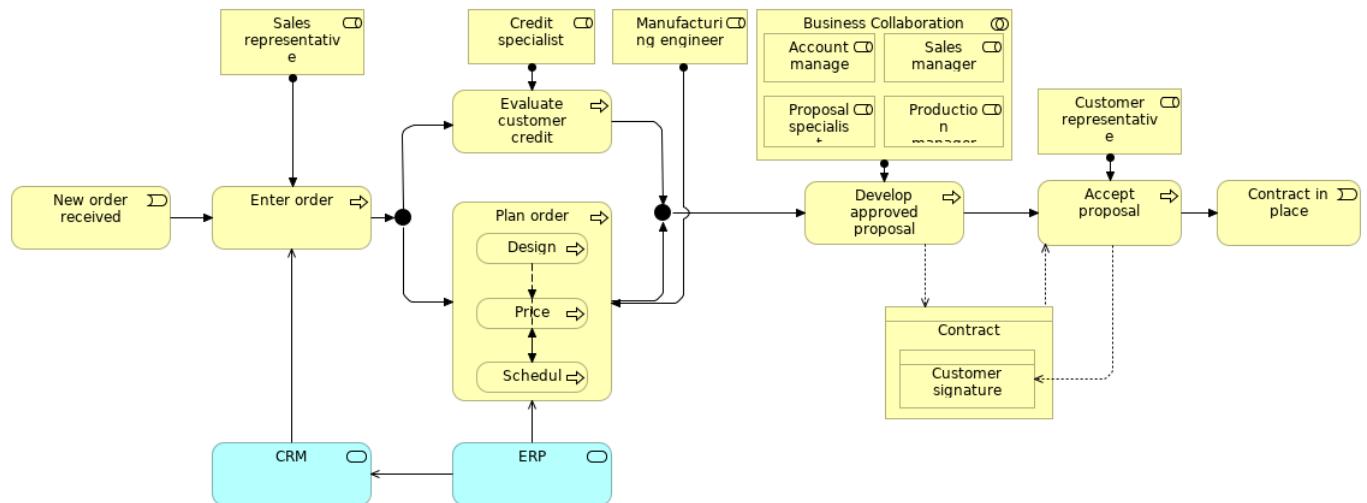
## Elements

Element	Type
Detailed production scheduling	Business Function
Level 0-2 functions	Business Function
Product Definition	Business Object
Product definition management	Business Function
Production Capability	Business Object
Production data collection	Business Function
Production dispatching	Business Function
Production execution management	Business Function

<b>Element</b>	<b>Type</b>
Production Performance	Business Object
Production performance analysis	Business Function
Production resource management	Business Function
Production Schedule	Business Object
Production tracking	Business Function

## 02. Order-to-contract

No viewpoint

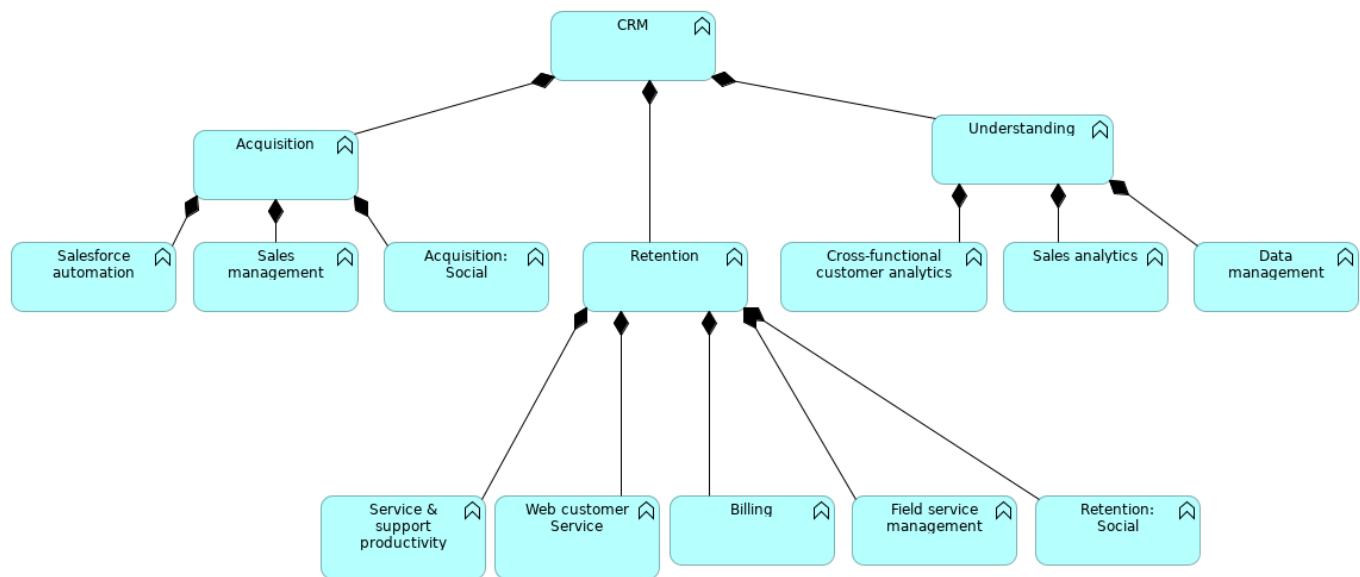


## Elements

Element	Type
Accept proposal	Business Process
Account manager	Business Role
Business Collaboration	Business Collaboration
Contract	Business Object
Contract in place	Business Event
Credit specialist	Business Role
CRM	Application Service
Customer representative	Business Role
Customer signature	Business Object
Design	Business Process
Develop approved proposal	Business Process
Enter order	Business Process
ERP	Application Service
Evaluate customer credit	Business Process
Manufacturing engineer	Business Role
New order received	Business Event
Plan order	Business Process
Price	Business Process
Production manager	Business Role
Proposal specialist	Business Role
Sales manager	Business Role
Sales representative	Business Role
Schedule	Business Process

## 03. CRM functional model

No viewpoint



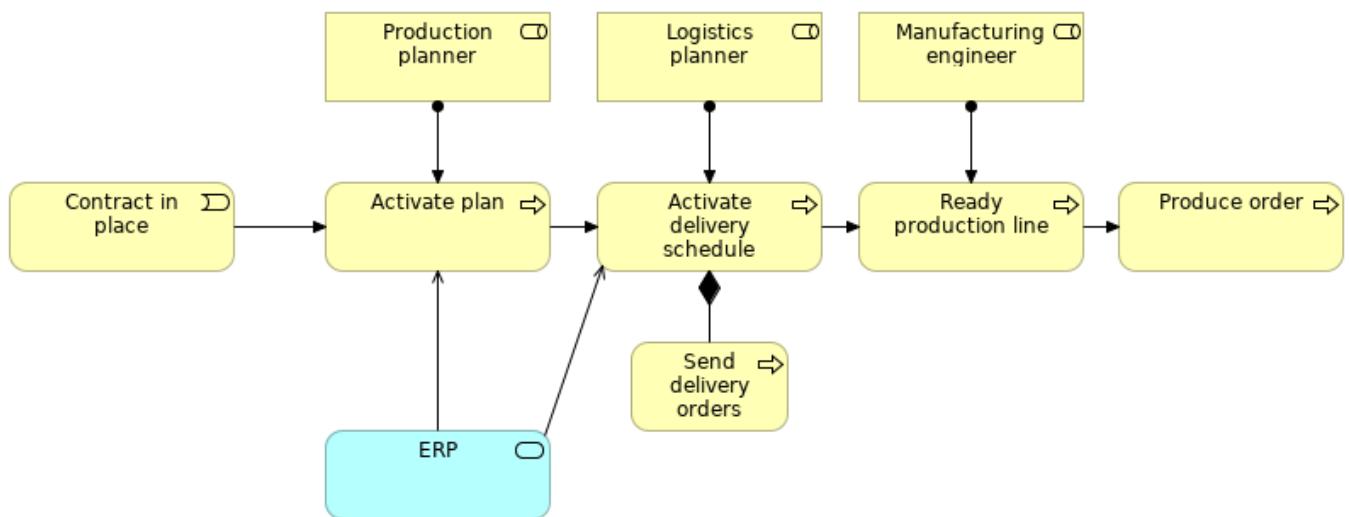
This model is based on a model used internally by The Standard for CRM platform selection several years ago. Some attribution may be necessary; this needs to be further researched. Enterprise elements of the ISA functional model have been added also.

## Elements

Element	Type
Acquisition	Application Function
Acquisition: Social	Application Function
Billing	Application Function
CRM	Application Function
Cross-functional customer analytics	Application Function
Data management	Application Function
Field service management	Application Function
Retention	Application Function
Retention: Social	Application Function
Sales analytics	Application Function
Sales management	Application Function
Salesforce automation	Application Function
Service & support productivity	Application Function
Understanding	Application Function
Web customer Service	Application Function

## 03. Order fulfillment

No viewpoint

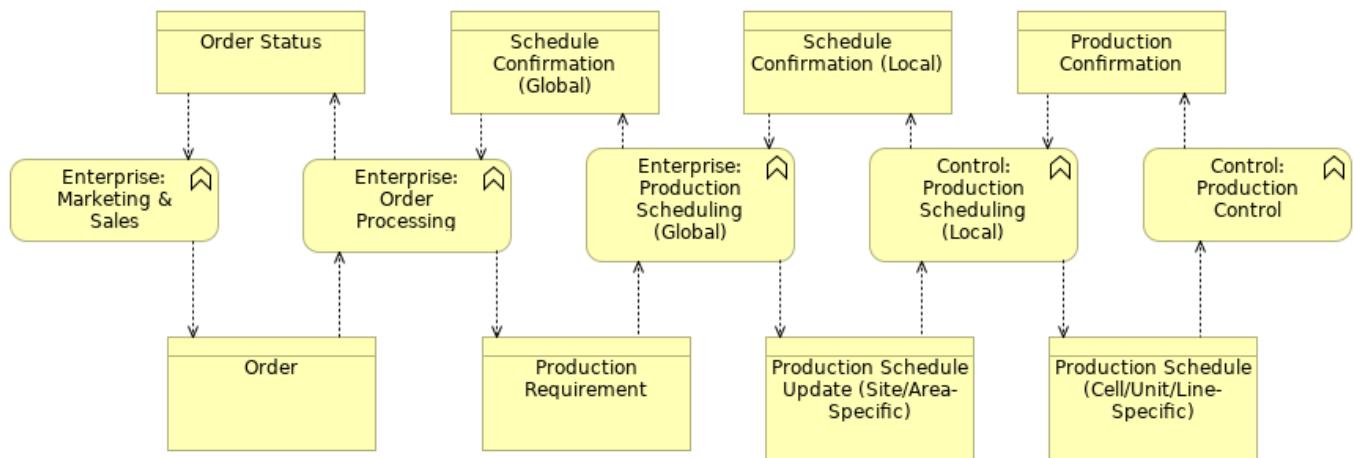


### Elements

Element	Type
Activate delivery schedule	Business Process
Activate plan	Business Process
Contract in place	Business Event
ERP	Application Service
Logistics planner	Business Role
Manufacturing engineer	Business Role
Produce order	Business Process
Production planner	Business Role
Ready production line	Business Process
Send delivery orders	Business Process

## 04. Change in production schedule

No viewpoint



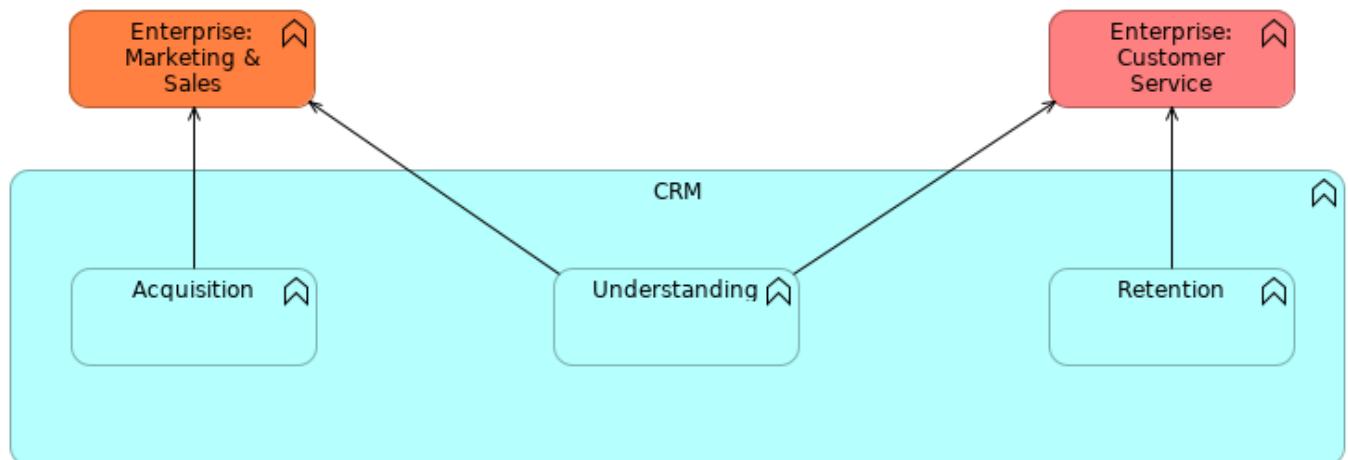
### Elements

Element	Type
Control: Production Control	Business Function
Control: Production Scheduling (Local)	Business Function
Enterprise: Marketing & Sales	Business Function
Enterprise: Order Processing	Business Function
Enterprise: Production Scheduling (Global)	Business Function
Order	Business Object
Order Status	Business Object
Production Confirmation	Business Object
Production Requirement	Business Object
Production Schedule (Cell/Unit/Line-Specific)	Business Object
Production Schedule Update (Site/Area-Specific)	Business Object
Schedule Confirmation (Global)	Business Object
Schedule Confirmation (Local)	Business Object

## 04. Enterprise business function usage of CRM application functions

No viewpoint

### Enterprise Business Function Usage of CRM Application Functions

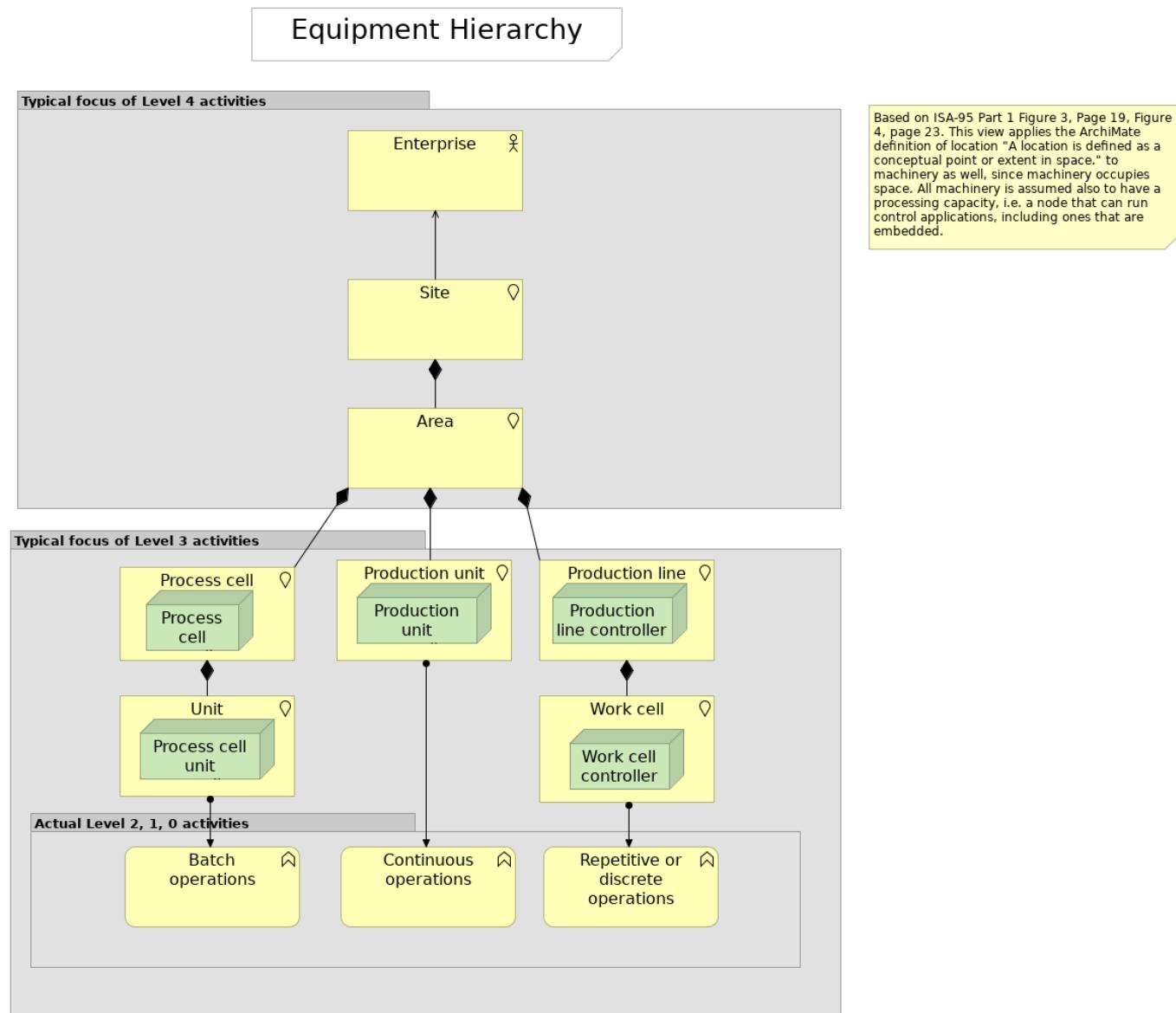


#### Elements

Element	Type
Acquisition	Application Function
CRM	Application Function
Enterprise: Customer Service	Business Function
Enterprise: Marketing & Sales	Business Function
Retention	Application Function
Understanding	Application Function

# 05. Equipment hierarchy

No viewpoint



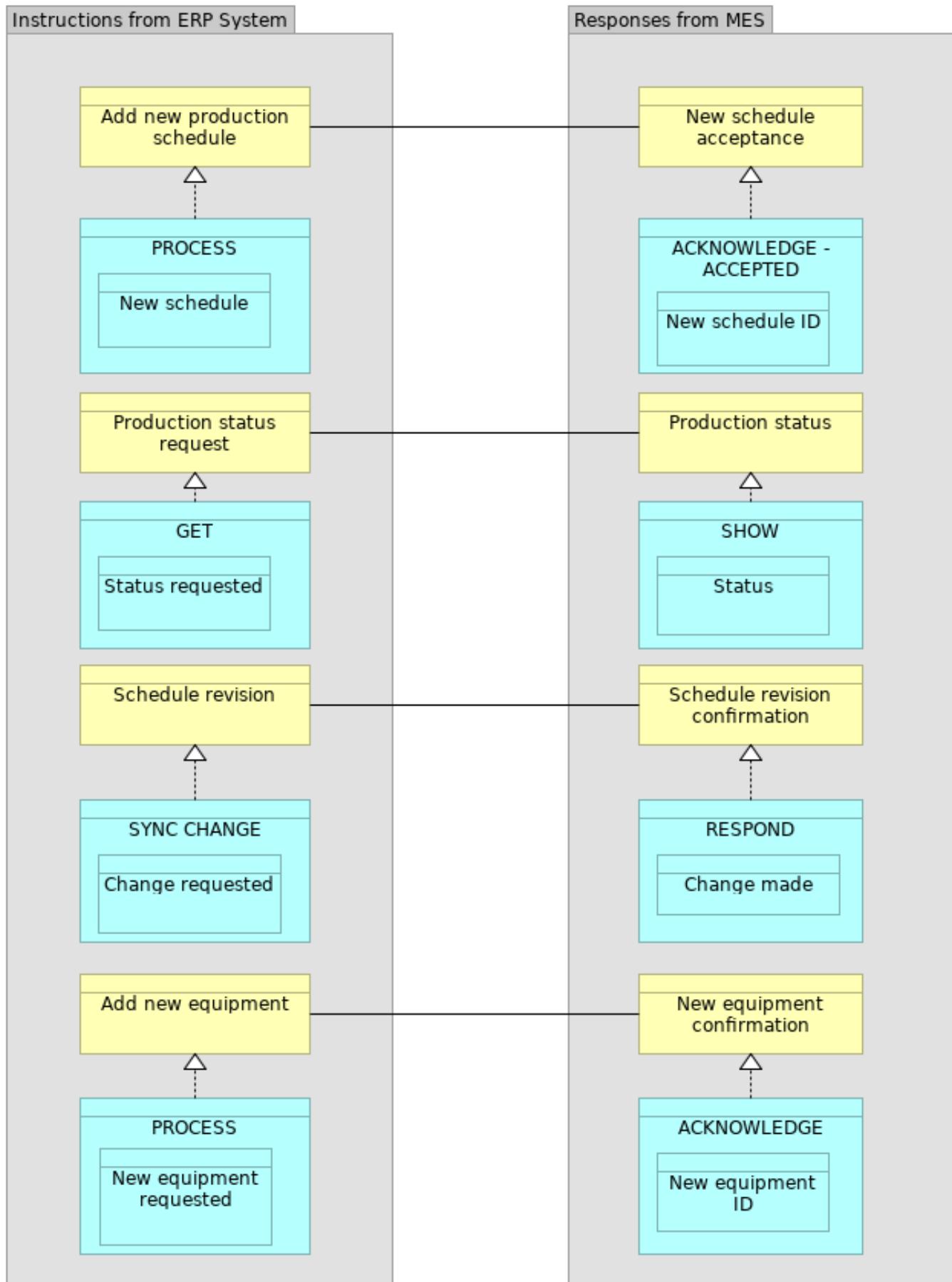
## Elements

Element	Type
Area	Location
Batch operations	Business Function
Continuous operations	Business Function
Enterprise	Business Actor
Process cell	Location
Process cell controller	Node
Process cell unit controller	Node
Production line	Location
Production line controller	Node
Production unit	Location
Production unit controller	Node
Repetitive or discrete operations	Business Function

Element	Type
Site	Location
Unit	Location
Work cell	Location
Work cell controller	Node

## 05. ISA-95 messages exchanged

No viewpoint

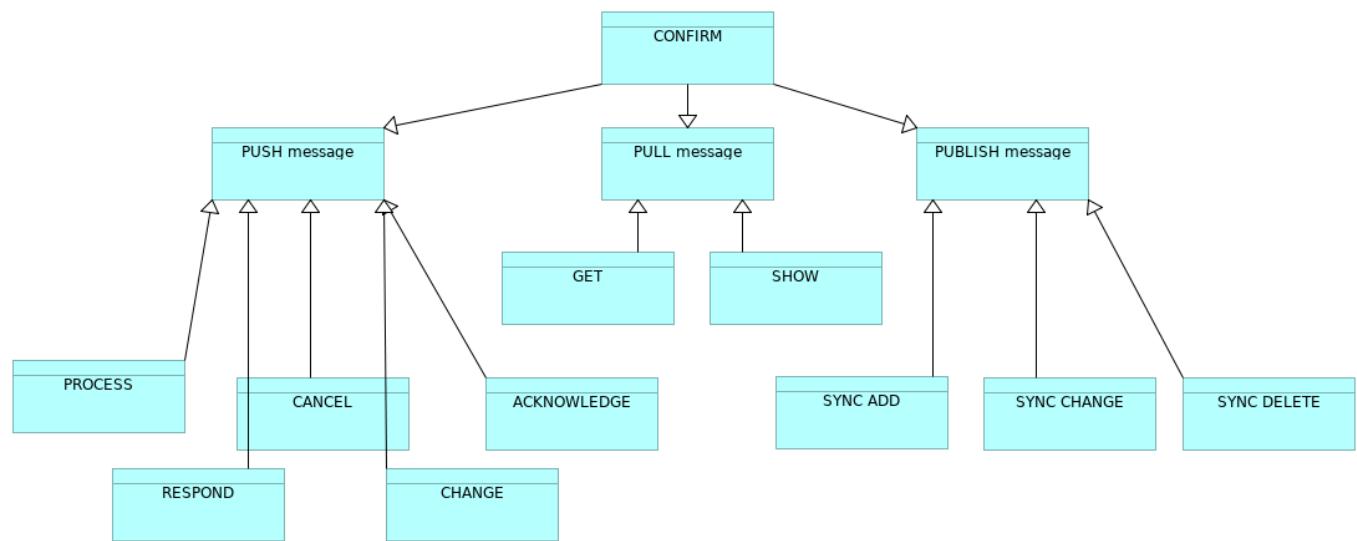


## Elements

Element	Type
ACKNOWLEDGE	Data Object
ACKNOWLEDGE - ACCEPTED	Data Object
Add new equipment	Business Object
Add new production schedule	Business Object
Change made	Data Object
Change requested	Data Object
GET	Data Object
New equipment confirmation	Business Object
New equipment ID	Data Object
New equipment requested	Data Object
New schedule	Data Object
New schedule acceptance	Business Object
New schedule ID	Data Object
PROCESS	Data Object
PROCESS	Data Object
Production status	Business Object
Production status request	Business Object
RESPOND	Data Object
Schedule revision	Business Object
Schedule revision confirmation	Business Object
SHOW	Data Object
Status	Data Object
Status requested	Data Object
SYNC CHANGE	Data Object

## 06. Message verbs by transaction models

No viewpoint



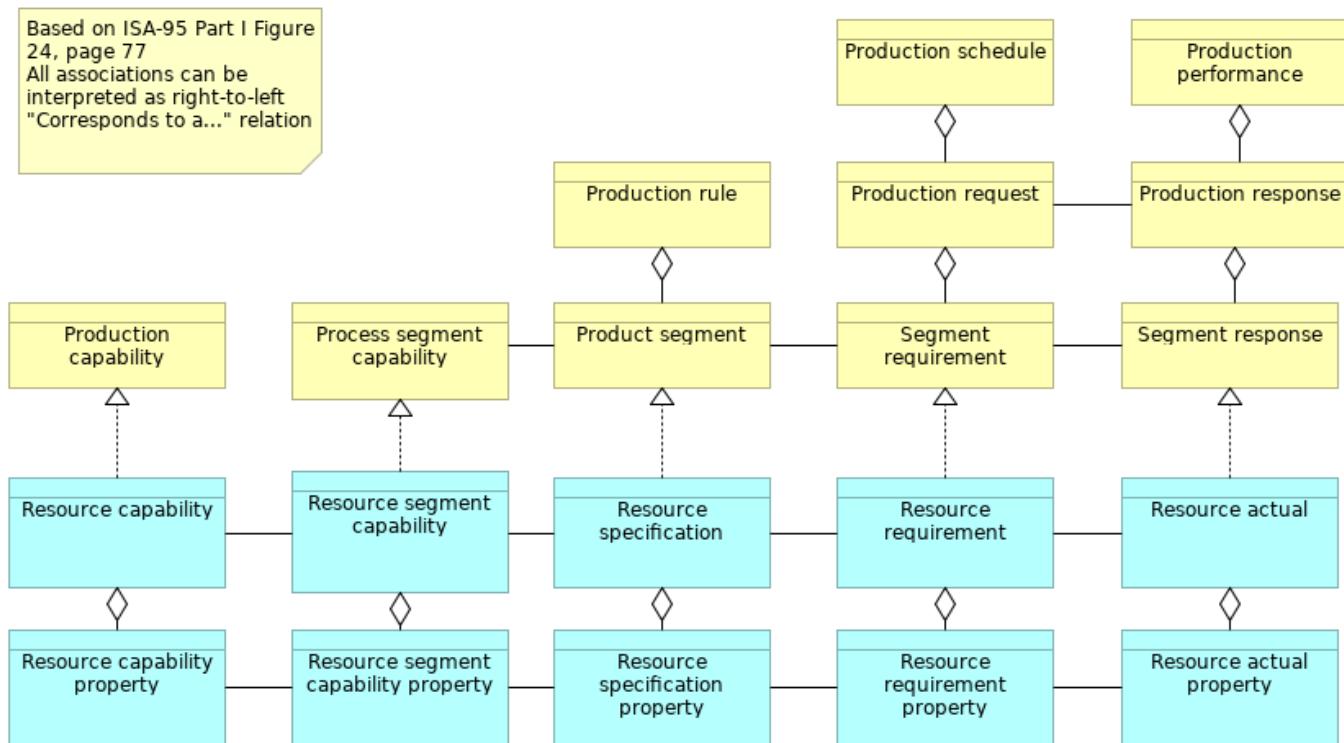
### Elements

Element	Type
ACKNOWLEDGE	Data Object
CANCEL	Data Object
CHANGE	Data Object
CONFIRM	Data Object
GET	Data Object
PROCESS	Data Object
PUBLISH message	Data Object
PULL message	Data Object
PUSH message	Data Object
RESPOND	Data Object
SHOW	Data Object
SYNC ADD	Data Object
SYNC CHANGE	Data Object
SYNC DELETE	Data Object

## 07. Object model summary

No viewpoint

### Object Model Summary



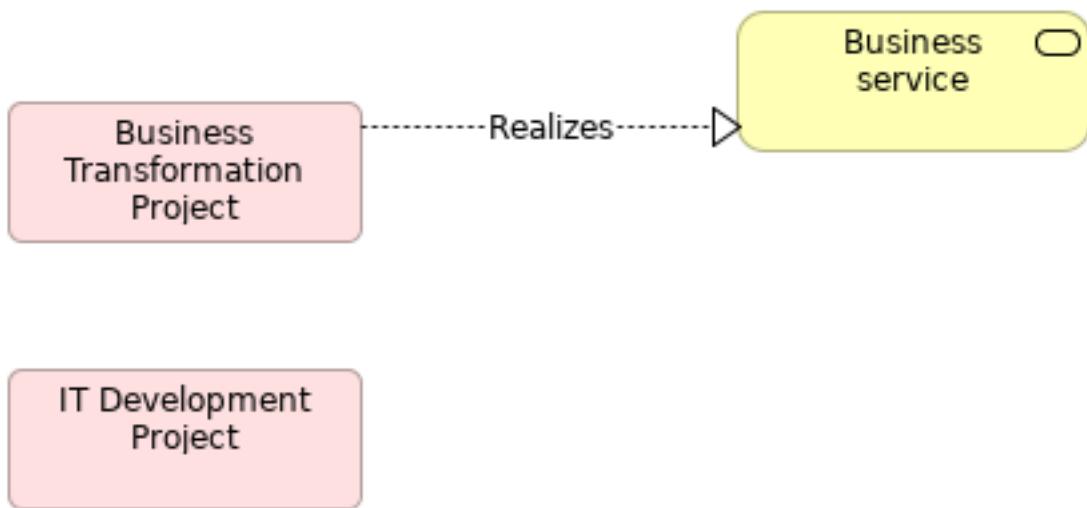
### Elements

Element	Type
Process segment capability	Business Object
Product segment	Business Object
Production capability	Business Object
Production performance	Business Object
Production request	Business Object
Production response	Business Object
Production rule	Business Object
Production schedule	Business Object
Resource actual	Data Object
Resource actual property	Data Object
Resource capability	Data Object
Resource capability property	Data Object
Resource requirement	Data Object
Resource requirement property	Data Object
Resource segment capability	Data Object
Resource segment capability property	Data Object
Resource specification	Data Object
Resource specification property	Data Object

Element	Type
Segment requirement	Business Object
Segment response	Business Object

## 08. ArchiMate generic example

No viewpoint

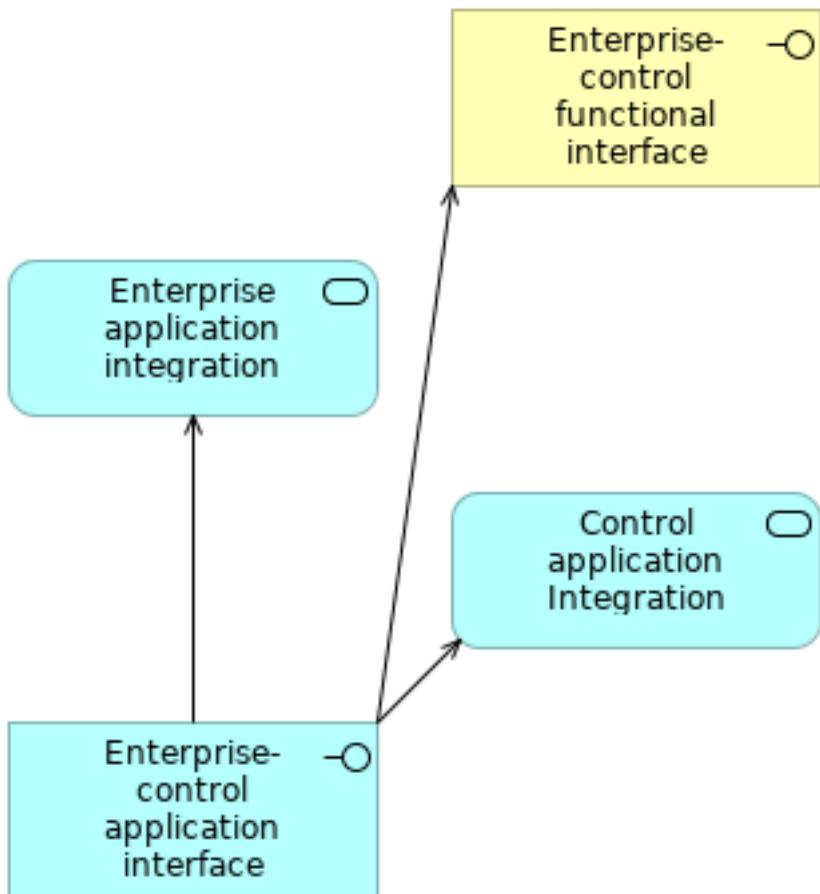


### Elements

Element	Type
Business service	Business Service
Business Transformation Project	Work Package
IT Development Project	Work Package

## Actor cooperation view for Enterprise-control application interface

No viewpoint

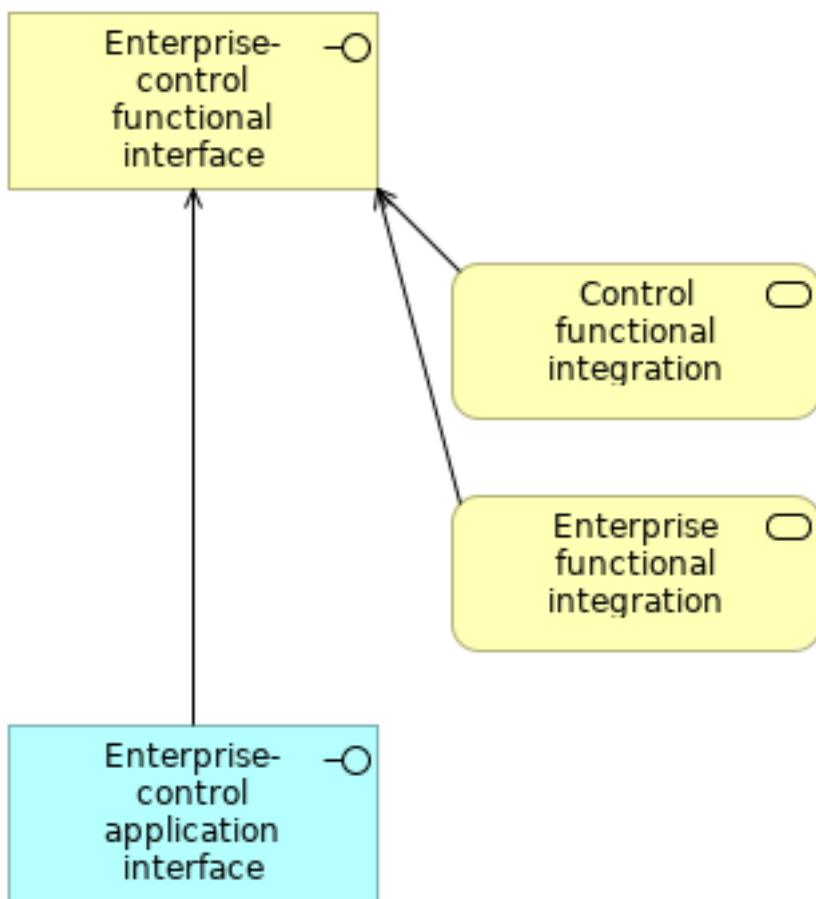


### Elements

Element	Type
Control application Integration	Application Service
Enterprise application integration	Application Service
Enterprise-control application interface	Application Interface
Enterprise-control functional interface	Business Interface

## Actor cooperation view for Enterprise-control functional interface

No viewpoint

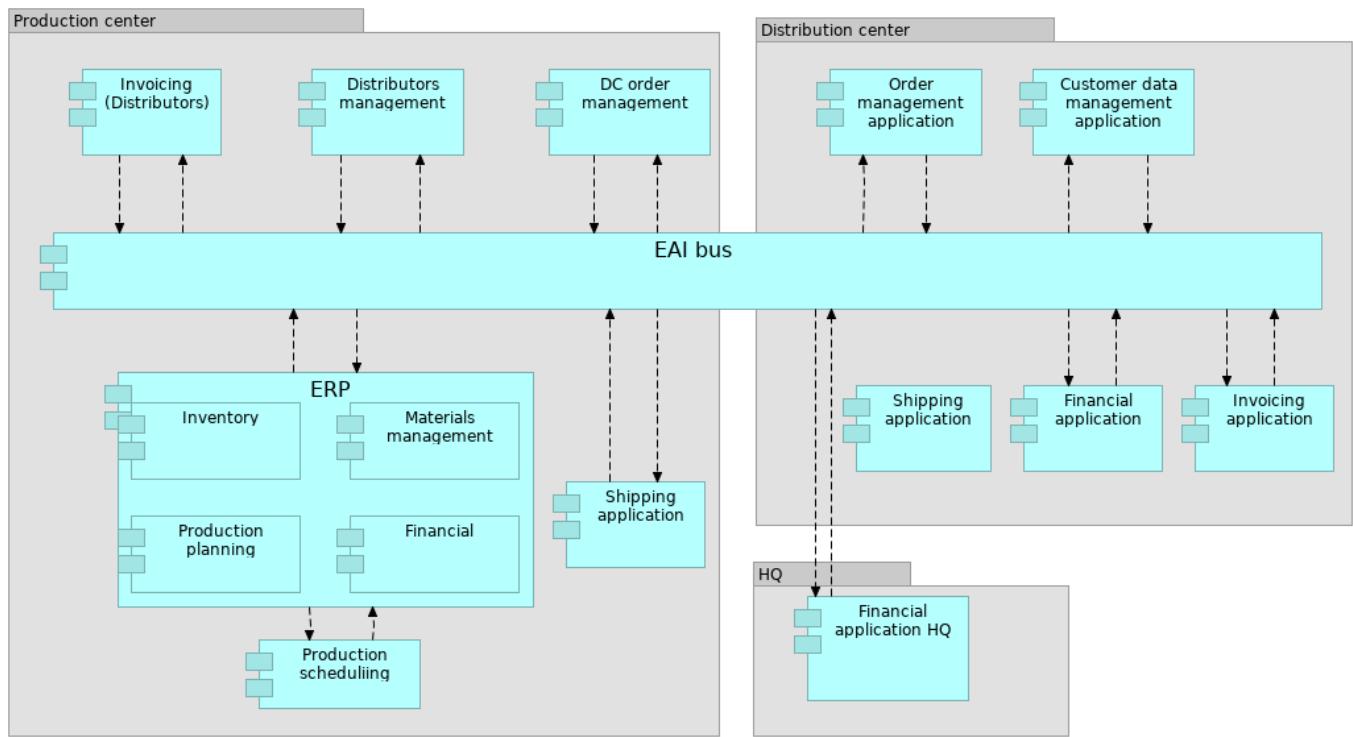


## Elements

Element	Type
Control functional integration	Business Service
Enterprise functional integration	Business Service
Enterprise-control application interface	Application Interface
Enterprise-control functional interface	Business Interface

# Application architecture

No viewpoint

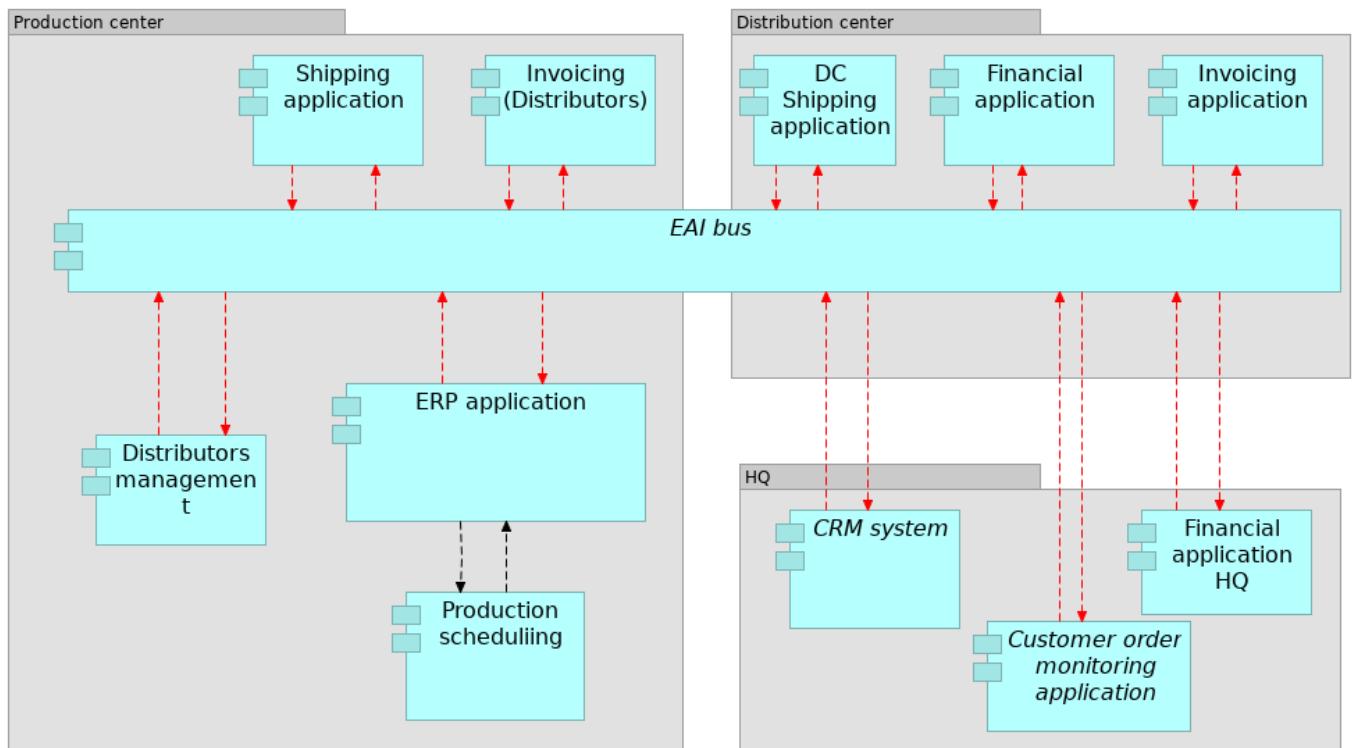


## Elements

Element	Type
Customer data management application	Application Component
DC order management	Application Component
Distributors management	Application Component
EAI bus	Application Component
ERP	Application Component
Financial	Application Component
Financial application	Application Component
Financial application HQ	Application Component
Inventory	Application Component
Invoicing (Distributors)	Application Component
Invoicing application	Application Component
Materials management	Application Component
Order management application	Application Component
Production planning	Application Component
Production scheduling	Application Component
Shipping application	Application Component

# Application architecture\_new\_1

No viewpoint

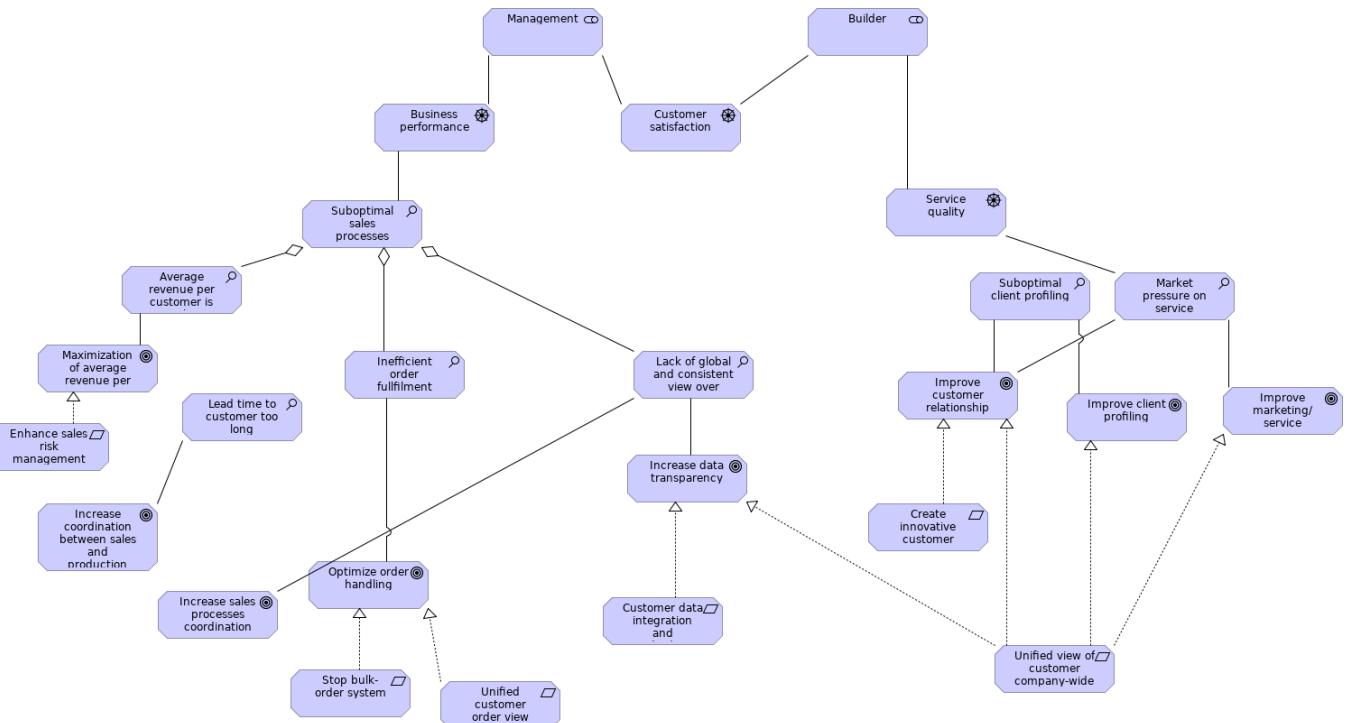


## Elements

Element	Type
CRM system	Application Component
Customer order monitoring application	Application Component
DC Shipping application	Application Component
Distributors management	Application Component
EAI bus	Application Component
ERP application	Application Component
Financial application	Application Component
Financial application HQ	Application Component
Invoicing (Distributors)	Application Component
Invoicing application	Application Component
Production scheduling	Application Component
Shipping application	Application Component

# Architecture vision

No viewpoint



## Elements

Element	Type
Average revenue per customer is too low	Assessment
Builder	Stakeholder
Business performance	Driver
Create innovative customer services	Requirement
Customer data integration and standardisation	Requirement
Customer satisfaction	Driver
Enhance sales risk management	Requirement
Improve client profiling	Goal
Improve customer relationship management	Goal
Improve marketing/service strategy	Goal
Increase coordination between sales and production processes	Goal
Increase data transparency	Goal
Increase sales processes coordination	Goal
Inefficient order fulfilment	Assessment
Lack of global and consistent view over customer	Assessment
Lead time to customer too long	Assessment
Management	Stakeholder
Market pressure on service innovation	Assessment
Maximization of average revenue per customer	Goal
Optimize order handling	Goal
Service quality	Driver

<b>Element</b>	<b>Type</b>
Stop bulk-order system	Requirement
Suboptimal client profiling	Assessment
Suboptimal sales processes	Assessment
Unified customer order view company-wide	Requirement
Unified view of customer company-wide	Requirement



## As-is Application Architecture

*No viewpoint*



## As-is Business Architecture

*No viewpoint*



## As-is Technology Architecture

*No viewpoint*

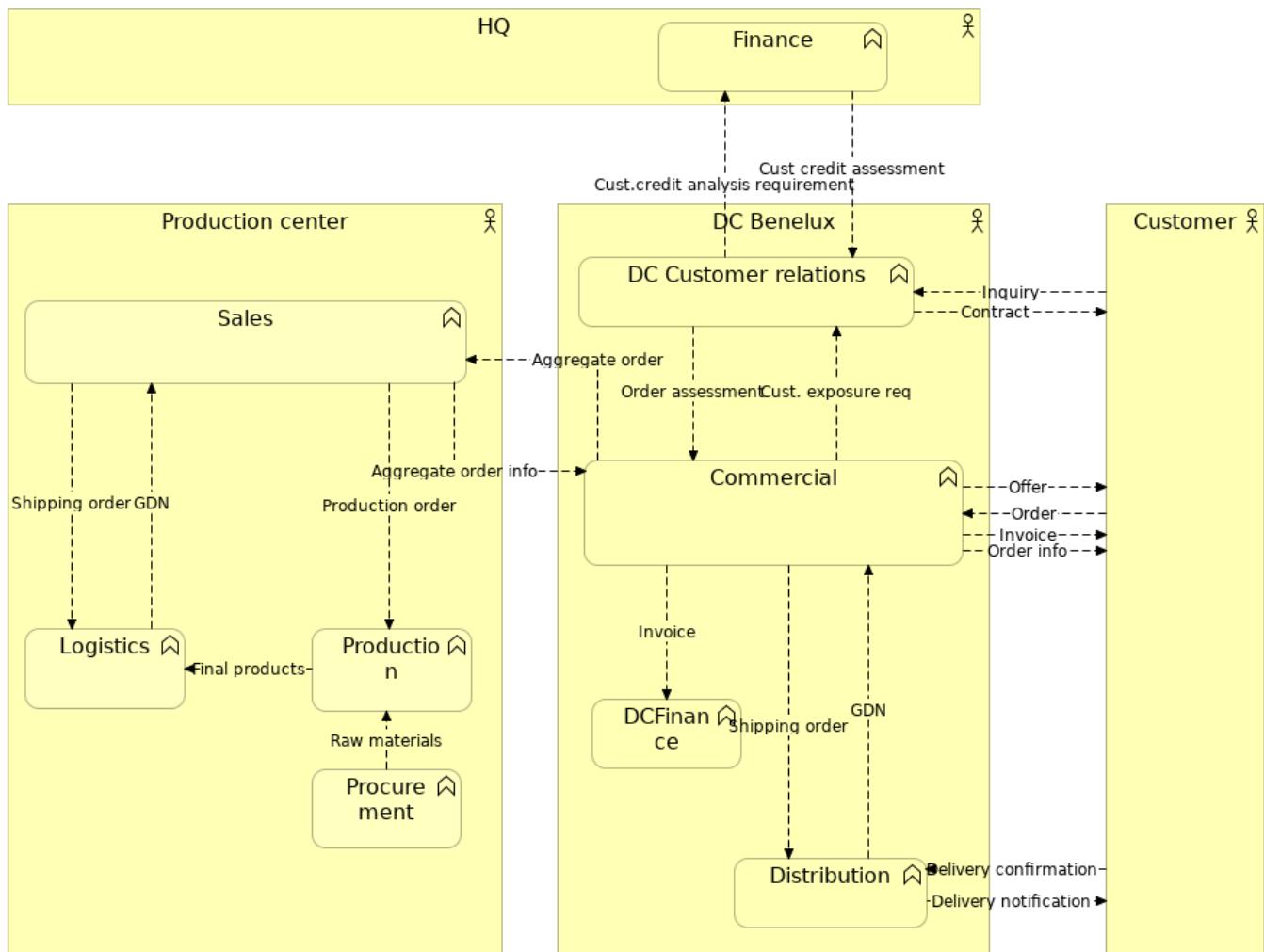


## Background and use of standards/reference models

*No viewpoint*

# Business functions

No viewpoint



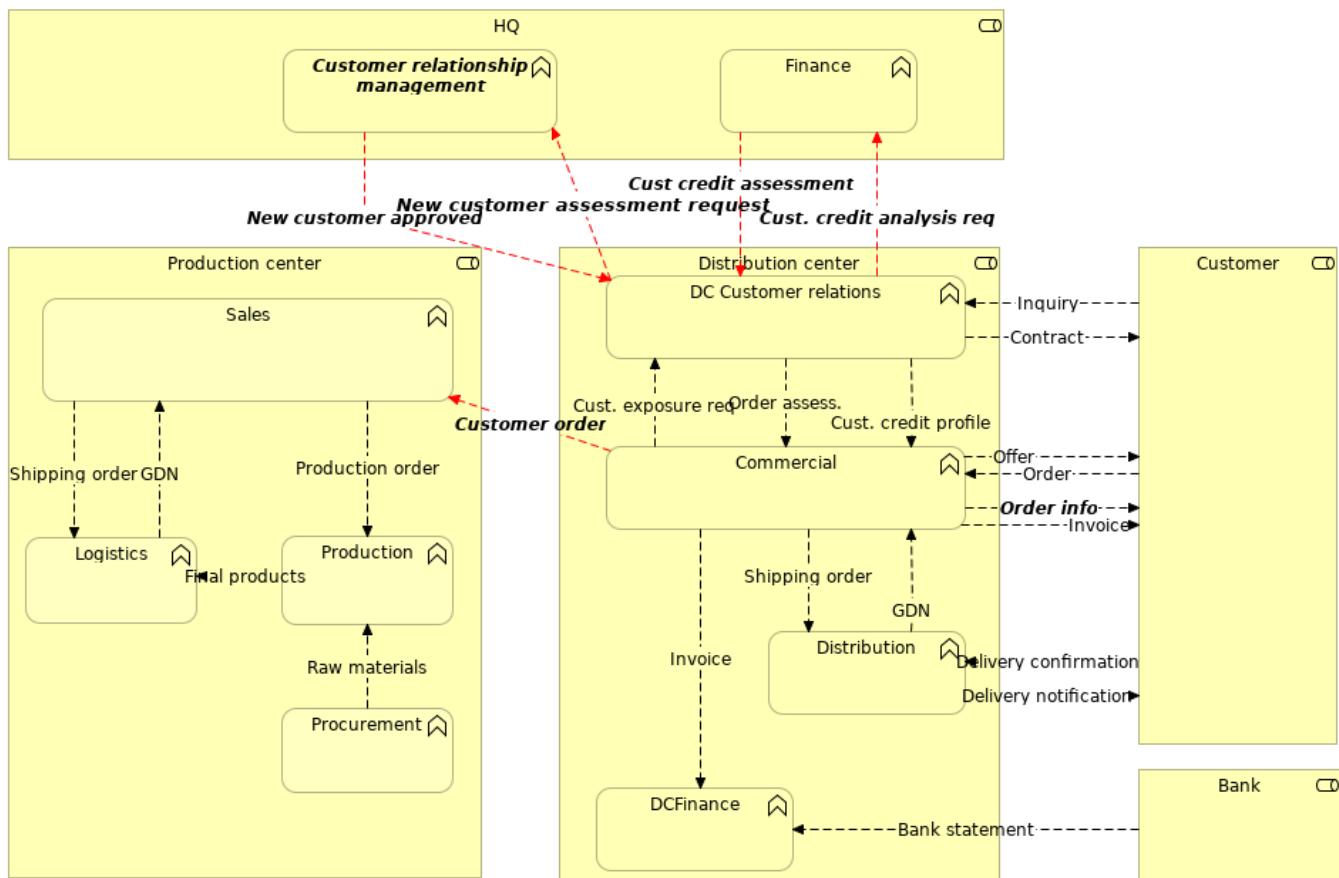
## Elements

Element	Type
Commercial	Business Function
Customer	Business Actor
DC Benelux	Business Actor
DC Customer relations	Business Function
DCFinance	Business Function
Distribution	Business Function
Finance	Business Function
HQ	Business Actor
Logistics	Business Function
Procurement	Business Function
Production	Business Function
Production center	Business Actor
Sales	Business Function



# Business functions\_new

No viewpoint

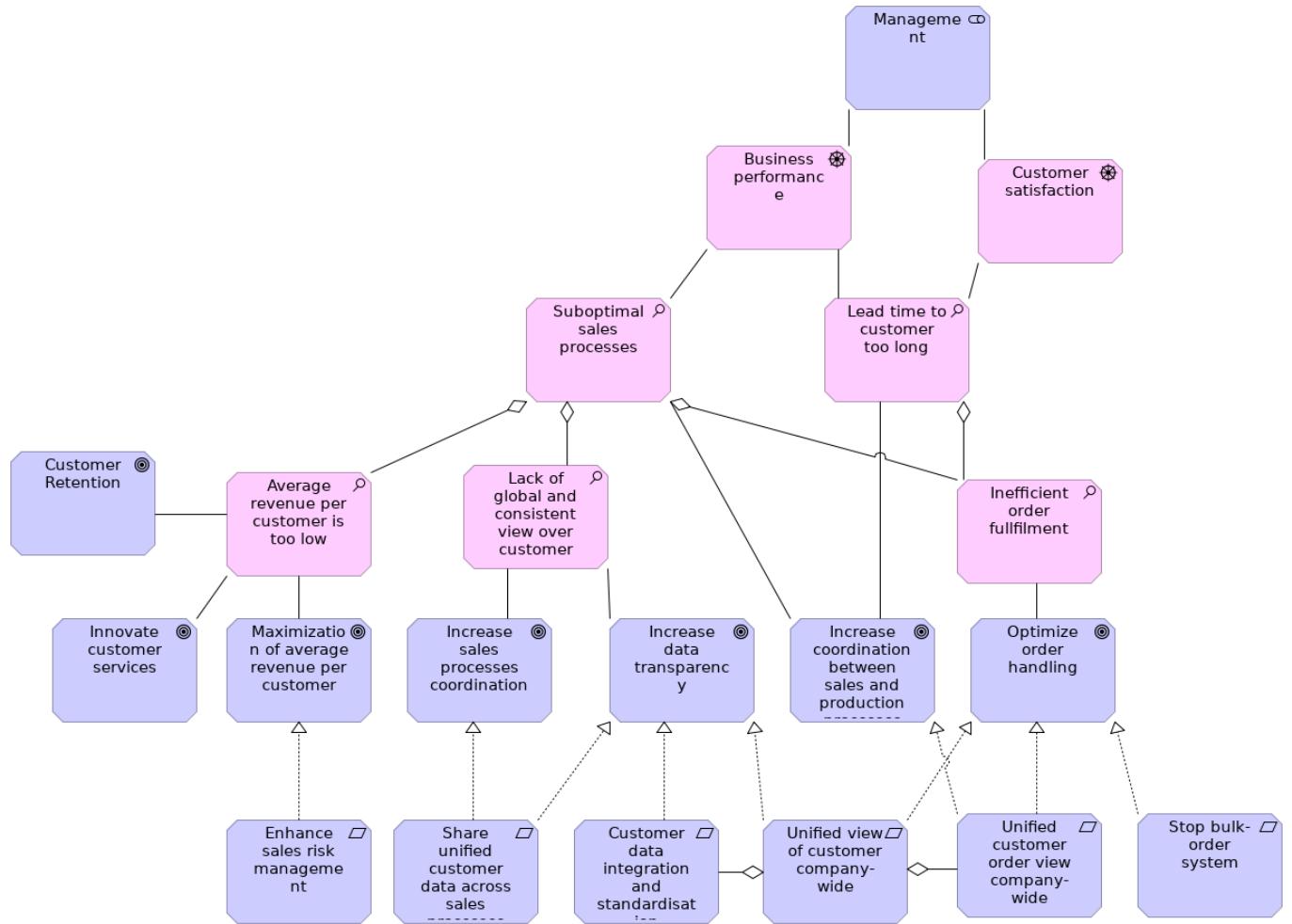


## Elements

Element	Type
Bank	Business Role
Commercial	Business Function
Customer	Business Role
Customer relationship management	Business Function
DC Customer relations	Business Function
DCFinance	Business Function
Distribution	Business Function
Distribution center	Business Role
Finance	Business Function
HQ	Business Role
Logistics	Business Function
Procurement	Business Function
Production	Business Function
Production center	Business Role
Sales	Business Function

# Business performance - solutions

No viewpoint



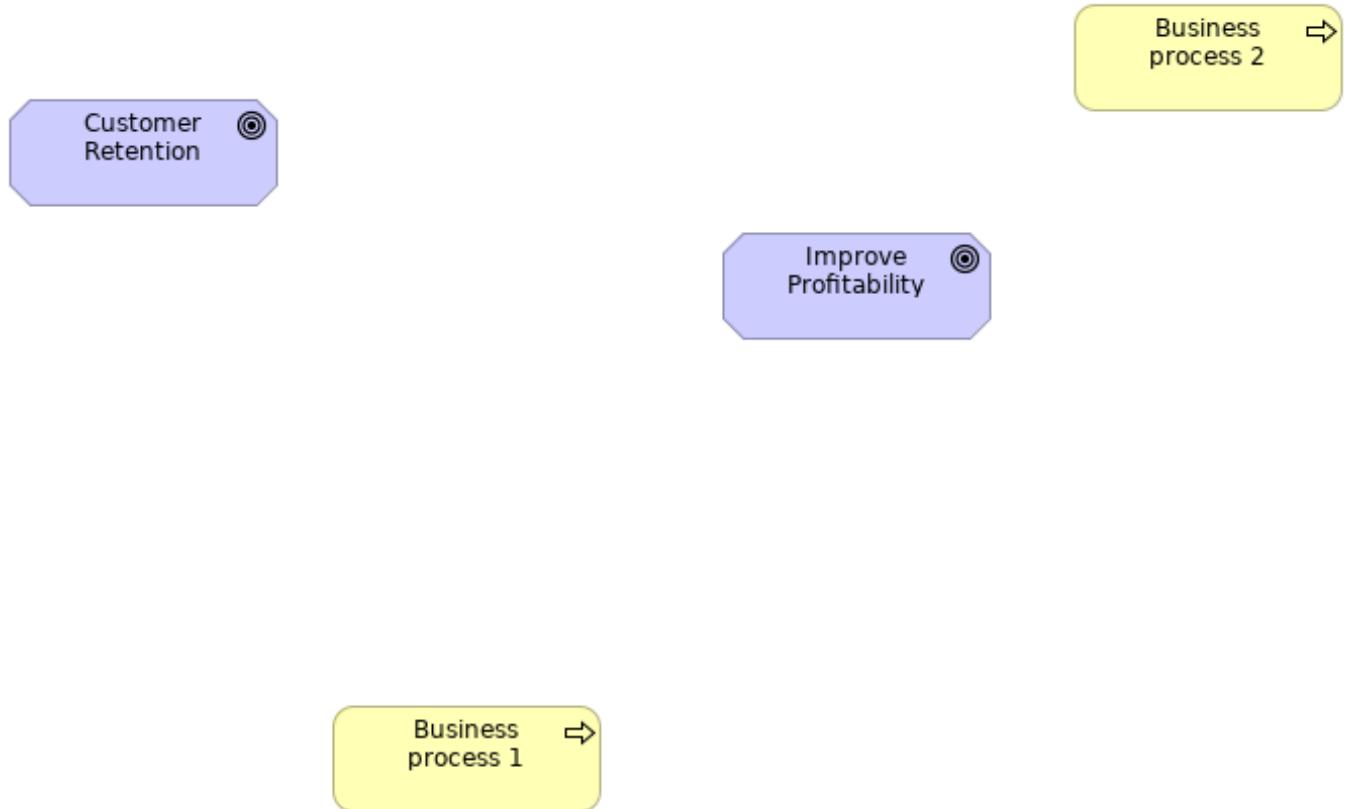
## Elements

Element	Type
Average revenue per customer is too low	Assessment
Business performance	Driver
Customer data integration and standardisation	Requirement
Customer Retention	Goal
Customer satisfaction	Driver
Enhance sales risk management	Requirement
Increase coordination between sales and production processes	Goal
Increase data transparency	Goal
Increase sales processes coordination	Goal
Inefficient order fulfilment	Assessment
Innovate customer services	Goal
Lack of global and consistent view over customer	Assessment
Lead time to customer too long	Assessment
Management	Stakeholder
Maximization of average revenue per customer	Goal

<b>Element</b>	<b>Type</b>
Optimize order handling	Goal
Share unified customer data across sales processes	Requirement
Stop bulk-order system	Requirement
Suboptimal sales processes	Assessment
Unified customer order view company-wide	Requirement
Unified view of customer company-wide	Requirement

## Compare Approaches

No viewpoint

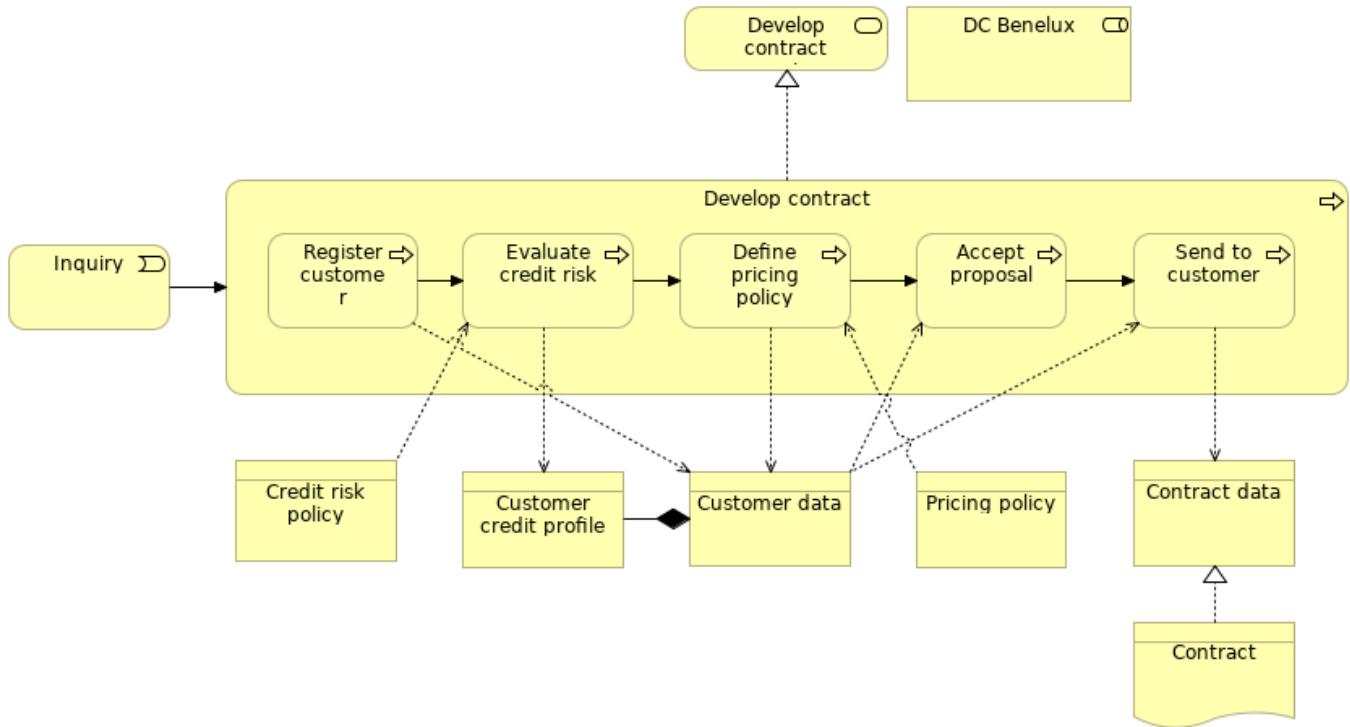


## Elements

Element	Type
Business process 1	Business Process
Business process 2	Business Process
Customer Retention	Goal
Improve Profitability	Goal

# Contracting

No viewpoint

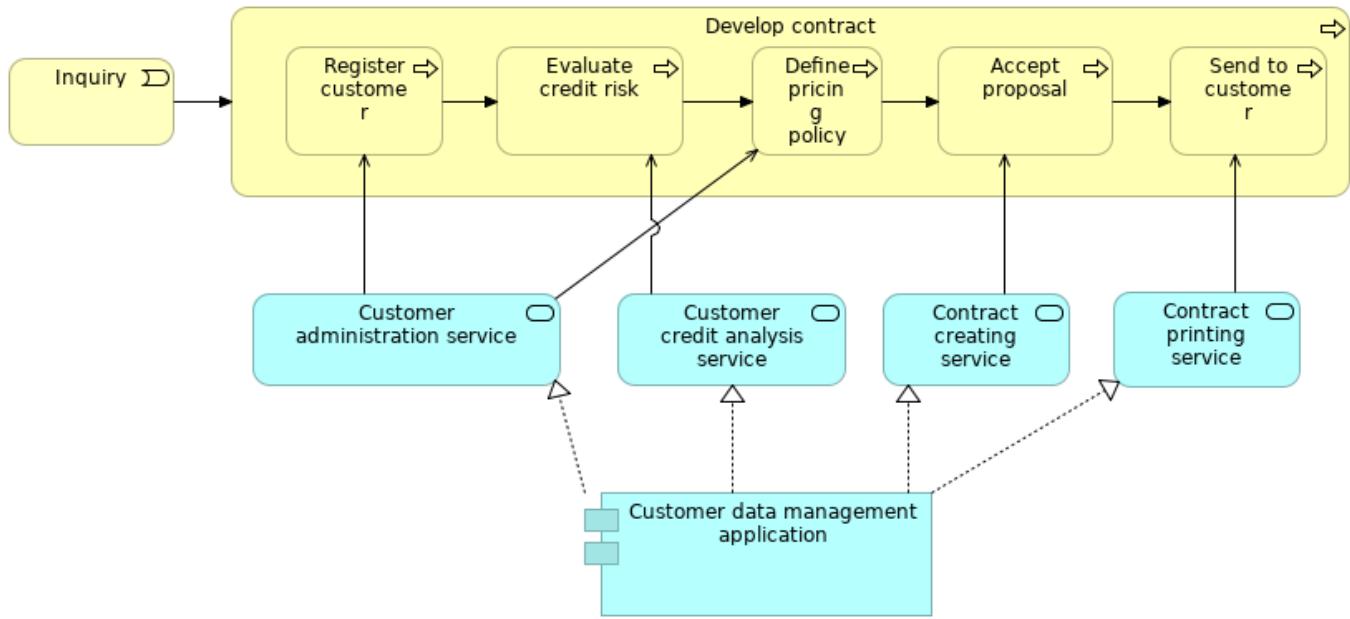


## Elements

Element	Type
Accept proposal	Business Process
Contract	Representation
Contract data	Business Object
Credit risk policy	Business Object
Customer credit profile	Business Object
Customer data	Business Object
DC Benelux	Business Role
Define pricing policy	Business Process
Develop contract	Business Process
Develop contract service	Business Service
Evaluate credit risk	Business Process
Inquiry	Business Event
Pricing policy	Business Object
Register customer	Business Process
Send to customer	Business Process

# Contracting\_IT

No viewpoint

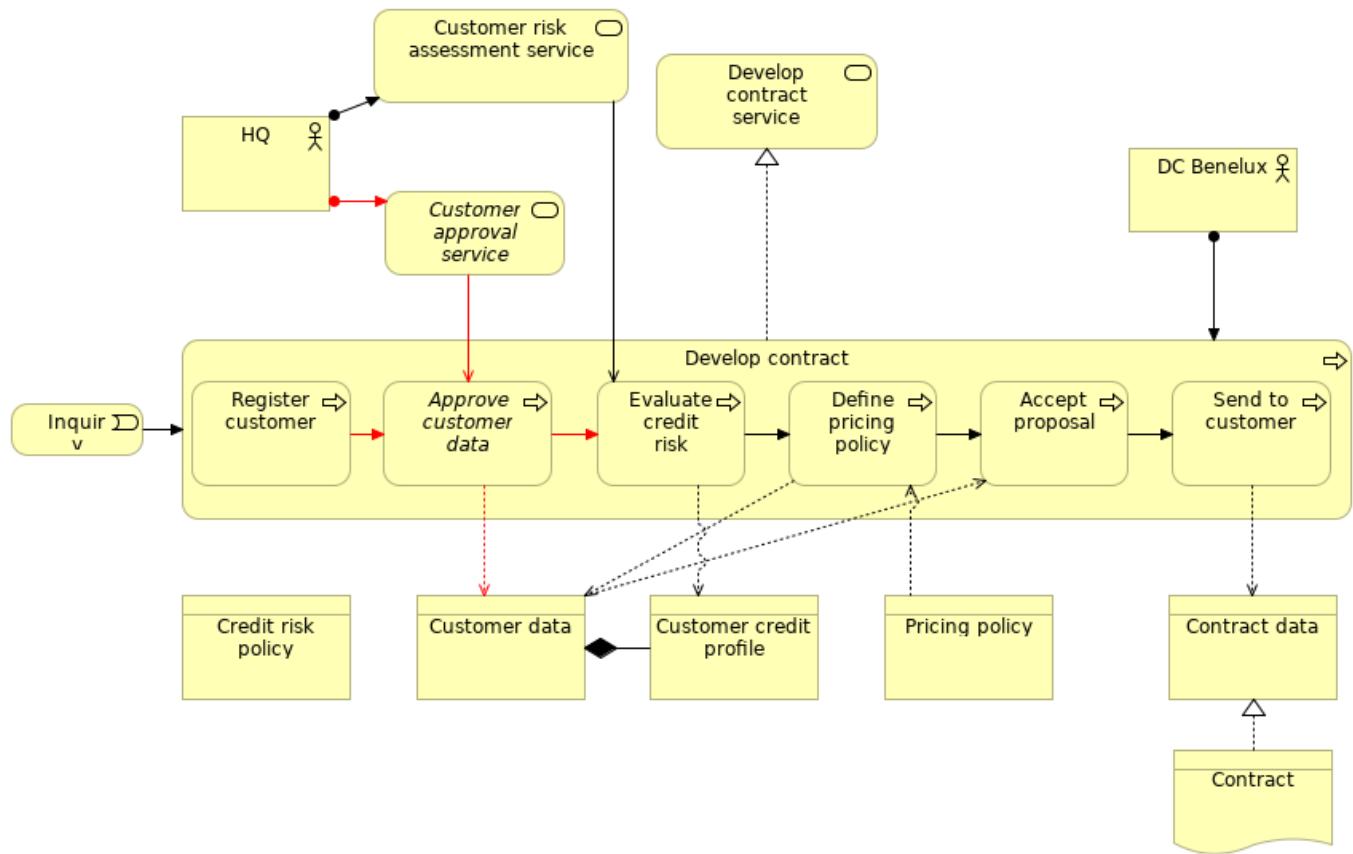


## Elements

Element	Type
Accept proposal	Business Process
Contract creating service	Application Service
Contract printing service	Application Service
Customer administration service	Application Service
Customer credit analysis service	Application Service
Customer data management application	Application Component
Define pricing policy	Business Process
Develop contract	Business Process
Evaluate credit risk	Business Process
Inquiry	Business Event
Register customer	Business Process
Send to customer	Business Process

# Contracting\_new

No viewpoint



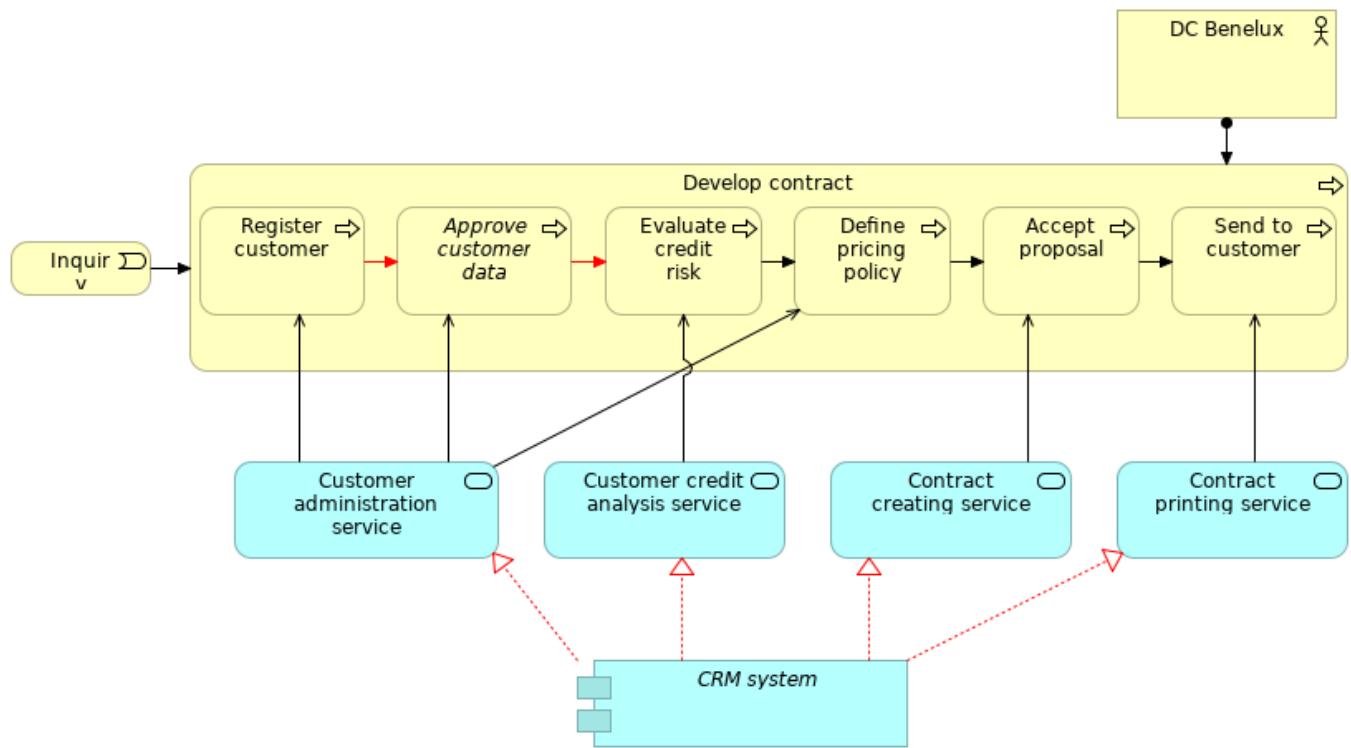
## Elements

Element	Type
Accept proposal	Business Process
Approve customer data	Business Process
Contract	Representation
Contract data	Business Object
Credit risk policy	Business Object
Customer approval service	Business Service
Customer credit profile	Business Object
Customer data	Business Object
Customer risk assessment service	Business Service
DC Benelux	Business Actor
Define pricing policy	Business Process
Develop contract	Business Process
Develop contract service	Business Service
Evaluate credit risk	Business Process
HQ	Business Actor
Inquiry	Business Event
Pricing policy	Business Object
Register customer	Business Process
Send to customer	Business Process



# Contracting\_new\_IT

No viewpoint

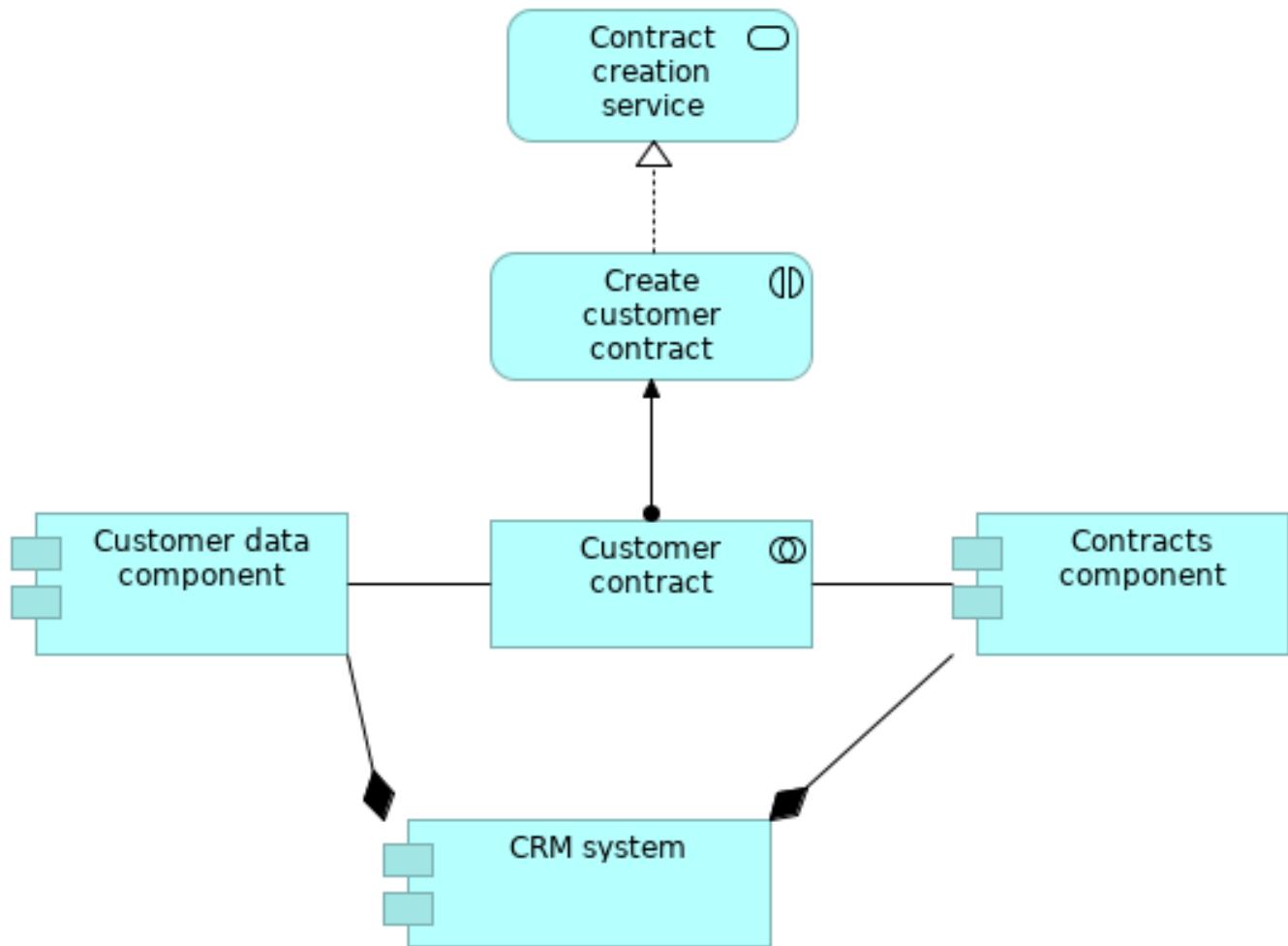


## Elements

Element	Type
Accept proposal	Business Process
Approve customer data	Business Process
Contract creating service	Application Service
Contract printing service	Application Service
CRM system	Application Component
Customer administration service	Application Service
Customer credit analysis service	Application Service
DC Benelux	Business Actor
Define pricing policy	Business Process
Develop contract	Business Process
Evaluate credit risk	Business Process
Inquiry	Business Event
Register customer	Business Process
Send to customer	Business Process

# CRM behavior\_new\_1

No viewpoint

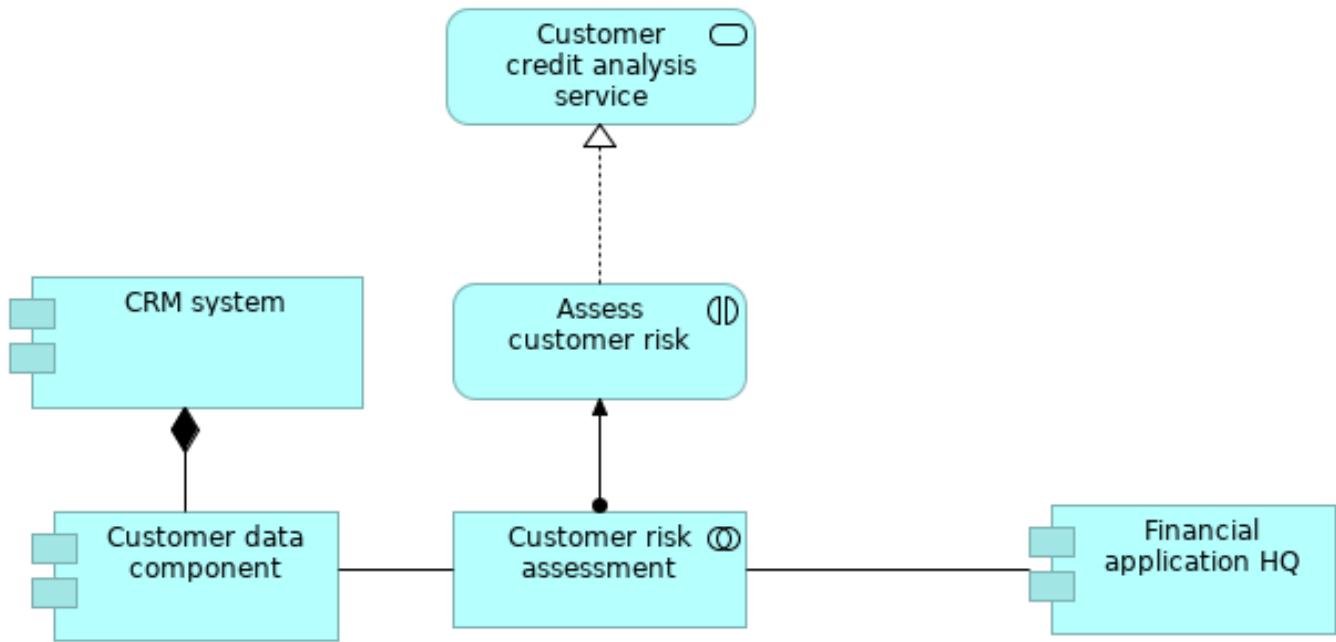


## Elements

Element	Type
Contract creation service	Application Service
Contracts component	Application Component
Create customer contract	Application Interaction
CRM system	Application Component
Customer contract	Application Collaboration
Customer data component	Application Component

## CRM behavior\_new\_2

No viewpoint



## Elements

Element	Type
Assess customer risk	Application Interaction
CRM system	Application Component
Customer credit analysis service	Application Service
Customer data component	Application Component
Customer risk assessment	Application Collaboration
Financial application HQ	Application Component

# CRM behavior\_new\_3

No viewpoint

Verify  
customer  
exposure

## Elements

Element	Type
Verify customer exposure service	Application Service

# CRM behavior\_new\_4

No viewpoint

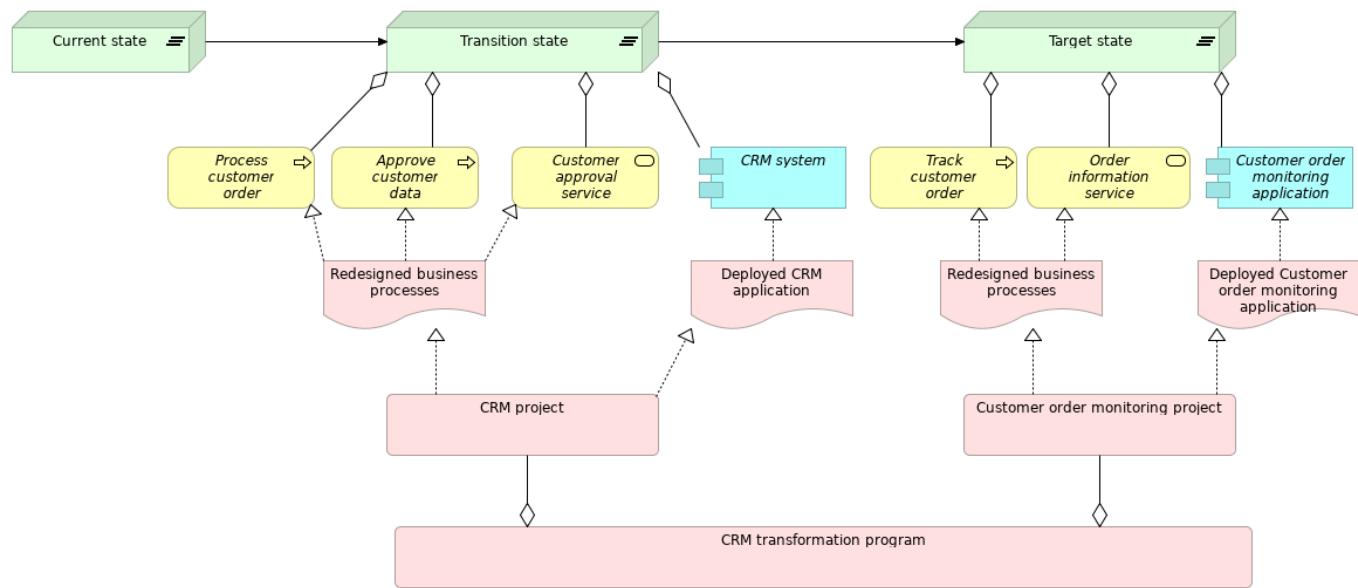


## Elements

Element	Type
Order administration service	Application Service

# CRM implementation and migration

No viewpoint

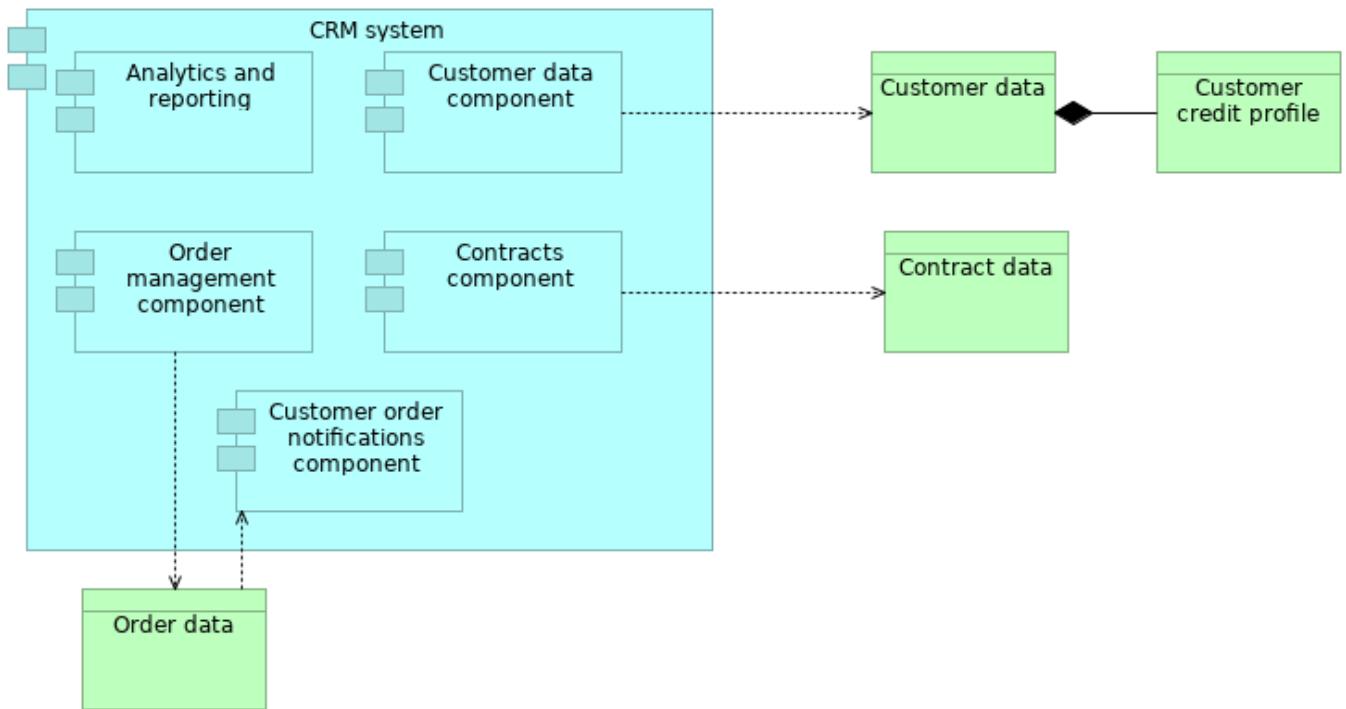


## Elements

Element	Type
Approve customer data	Business Process
CRM project	Work Package
CRM system	Application Component
CRM transformation program	Work Package
Current state	Plateau
Customer approval service	Business Service
Customer order monitoring application	Application Component
Customer order monitoring project	Work Package
Deployed CRM application	Deliverable
Deployed Customer order monitoring application	Deliverable
Order information service	Business Service
Process customer order	Business Process
Redesigned business processes	Deliverable
Redesigned business processes	Deliverable
Target state	Plateau
Track customer order	Business Process
Transition state	Plateau

# CRM structure\_new

No viewpoint

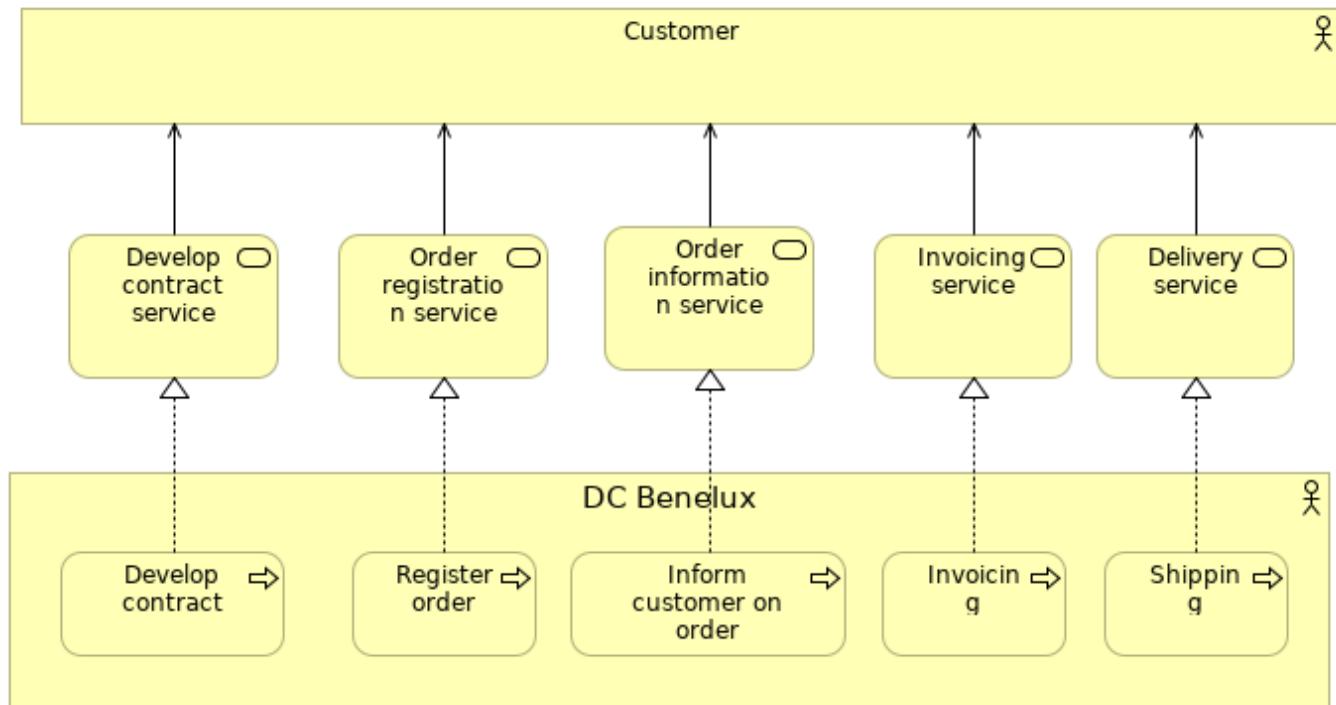


## Elements

Element	Type
Analytics and reporting	Application Component
Contract data	Business Object
Contracts component	Application Component
CRM system	Application Component
Customer credit profile	Business Object
Customer data	Business Object
Customer data component	Application Component
Customer order notifications component	Application Component
Order data	Business Object
Order management component	Application Component

# Cust. services

No viewpoint

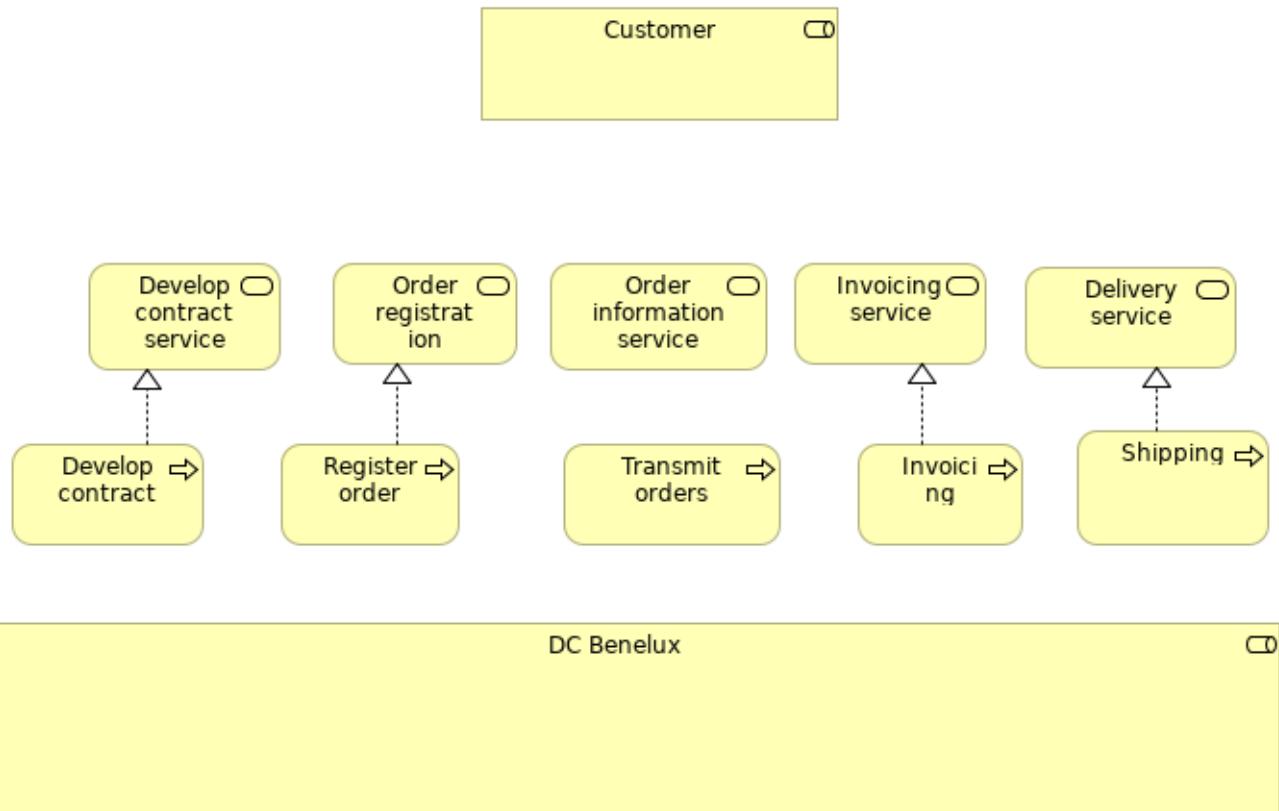


## Elements

Element	Type
Customer	Business Actor
DC Benelux	Business Actor
Delivery service	Business Service
Develop contract	Business Process
Develop contract service	Business Service
Inform customer on order	Business Process
Invoicing	Business Process
Invoicing service	Business Service
Order information service	Business Service
Order registration service	Business Service
Register order	Business Process
Shipping	Business Process

# Cust. services\_new

No viewpoint

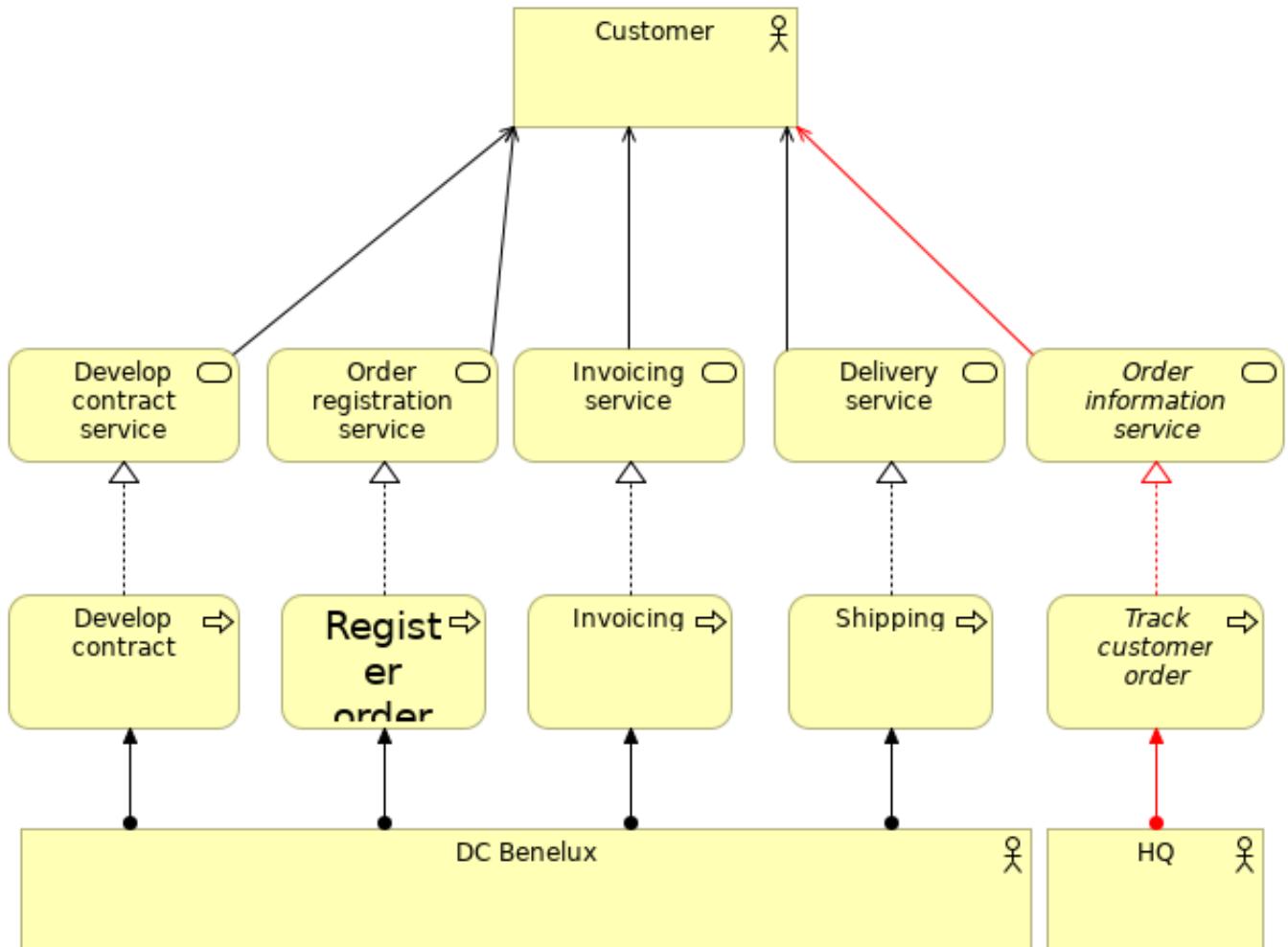


## Elements

Element	Type
Customer	Business Role
DC Benelux	Business Role
Delivery service	Business Service
Develop contract	Business Process
Develop contract service	Business Service
Invoicing	Business Process
Invoicing service	Business Service
Order information service	Business Service
Order registration service	Business Service
Register order	Business Process
Shipping	Business Process
Transmit orders	Business Process

# Cust. services\_new

No viewpoint



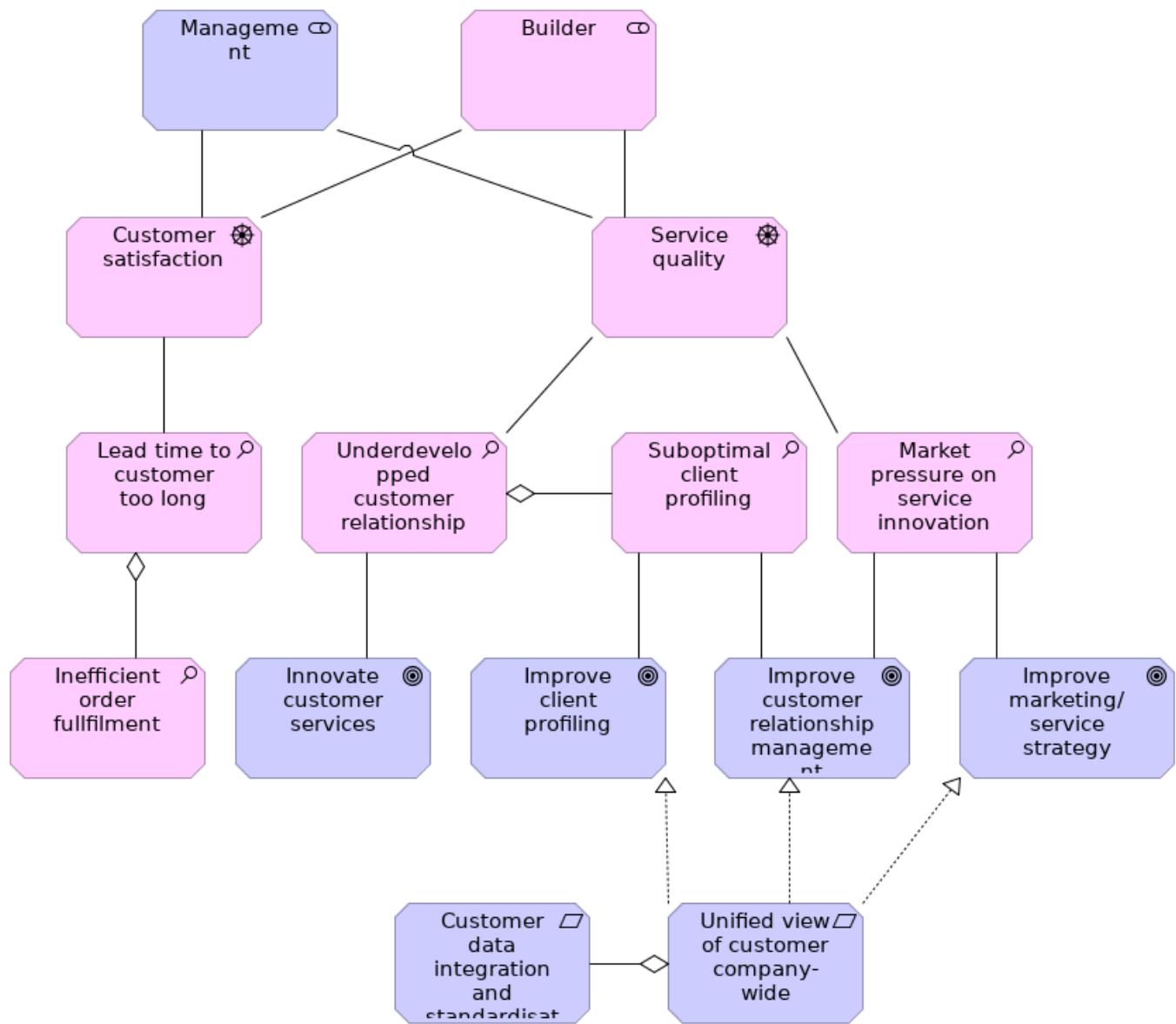
## Elements

Element	Type
Customer	Business Actor
DC Benelux	Business Actor
Delivery service	Business Service
Develop contract	Business Process
Develop contract service	Business Service
HQ	Business Actor
Invoicing	Business Process
Invoicing service	Business Service
Order information service	Business Service
Order registration service	Business Service
Register order	Business Process
Shipping	Business Process
Track customer order	Business Process



# Customer satisfaction focus - solutions

No viewpoint



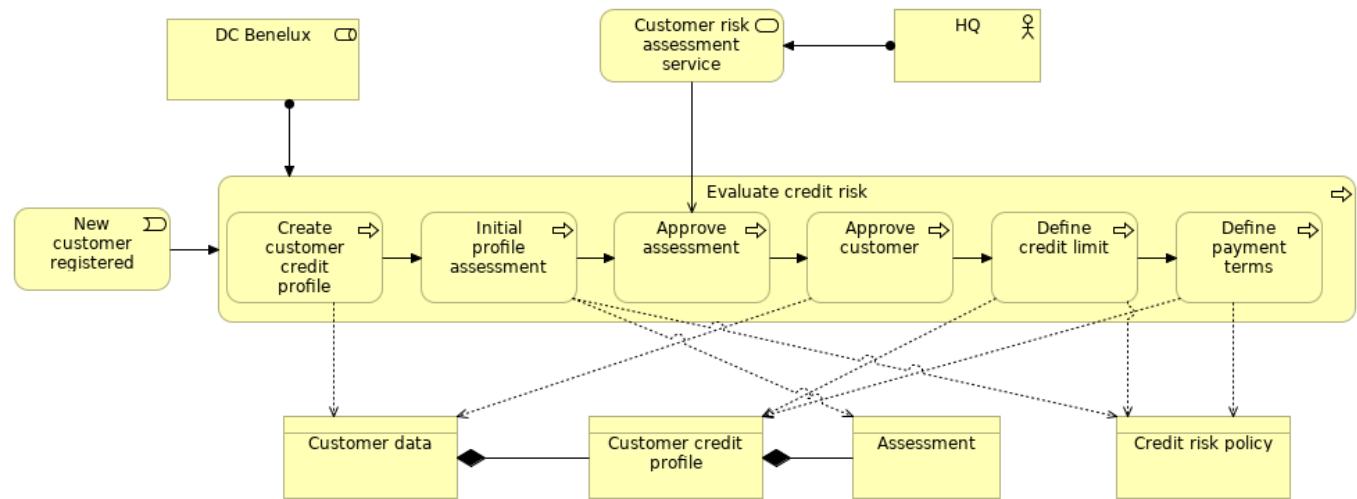
## Elements

Element	Type
Builder	Stakeholder
Customer data integration and standardisation	Requirement
Customer satisfaction	Driver
Improve client profiling	Goal
Improve customer relationship management	Goal
Improve marketing/service strategy	Goal
Inefficient order fulfilment	Assessment
Innovate customer services	Goal
Lead time to customer too long	Assessment
Management	Stakeholder
Market pressure on service innovation	Assessment

<b>Element</b>	<b>Type</b>
Service quality	Driver
Suboptimal client profiling	Assessment
Underdevelopped customer relationship	Assessment
Unified view of customer company-wide	Requirement

# Evaluate credit risk

No viewpoint

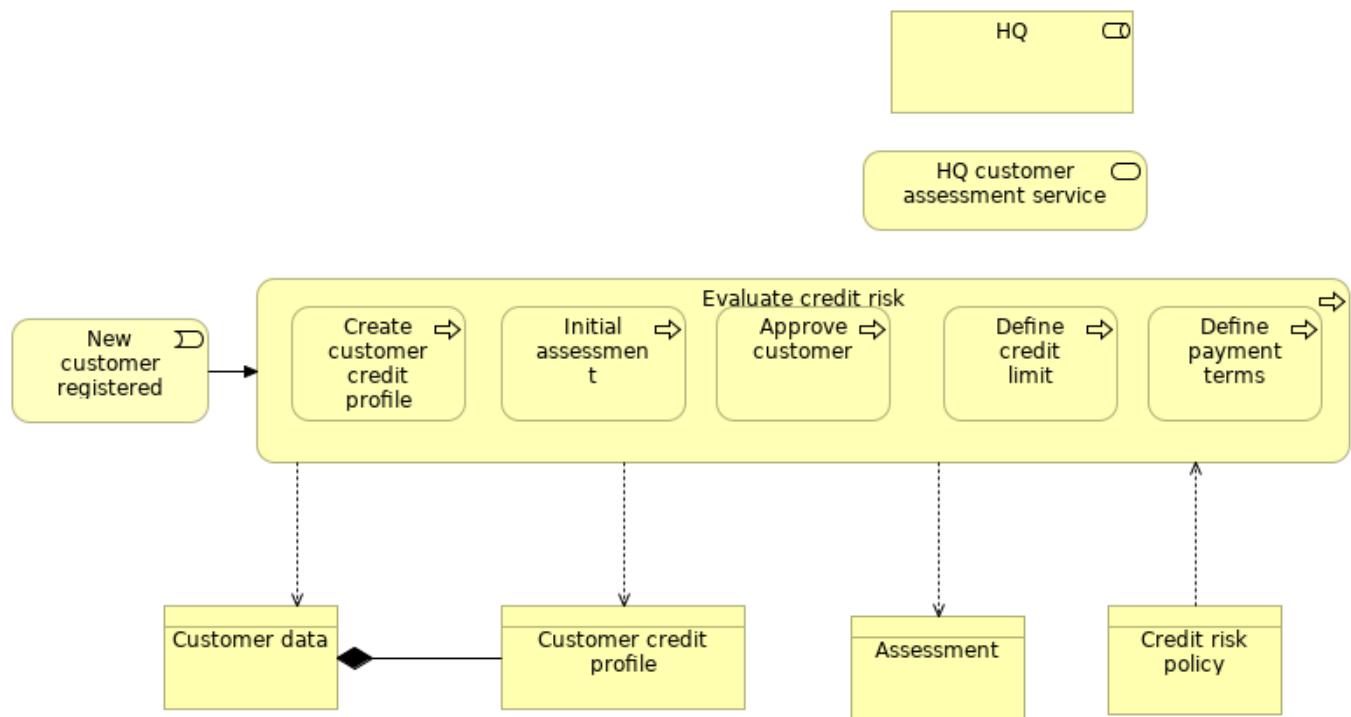


## Elements

Element	Type
Approve assessment	Business Process
Approve customer	Business Process
Assessment	Business Object
Create customer credit profile	Business Process
Credit risk policy	Business Object
Customer credit profile	Business Object
Customer data	Business Object
Customer risk assessment service	Business Service
DC Benelux	Business Role
Define credit limit	Business Process
Define payment terms	Business Process
Evaluate credit risk	Business Process
HQ	Business Actor
Initial profile assessment	Business Process
New customer registered	Business Event

# Evaluate credit risk\_new

No viewpoint

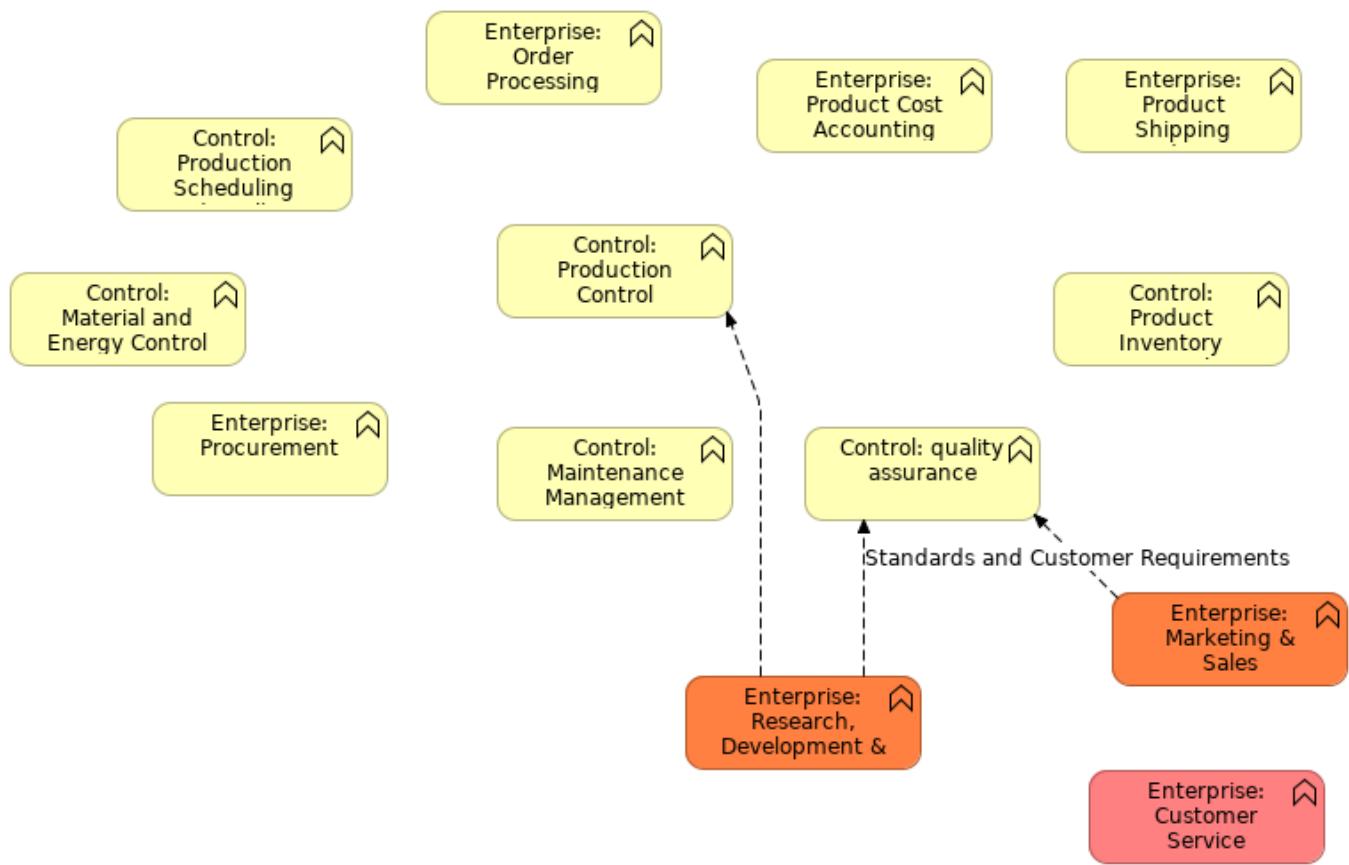


## Elements

Element	Type
Approve customer	Business Process
Assessment	Business Object
Create customer credit profile	Business Process
Credit risk policy	Business Object
Customer credit profile	Business Object
Customer data	Business Object
Define credit limit	Business Process
Define payment terms	Business Process
Evaluate credit risk	Business Process
HQ	Business Role
HQ customer assessment service	Business Service
Initial assessment	Business Process
New customer registered	Business Event

# Functional enterprise-control model

No viewpoint

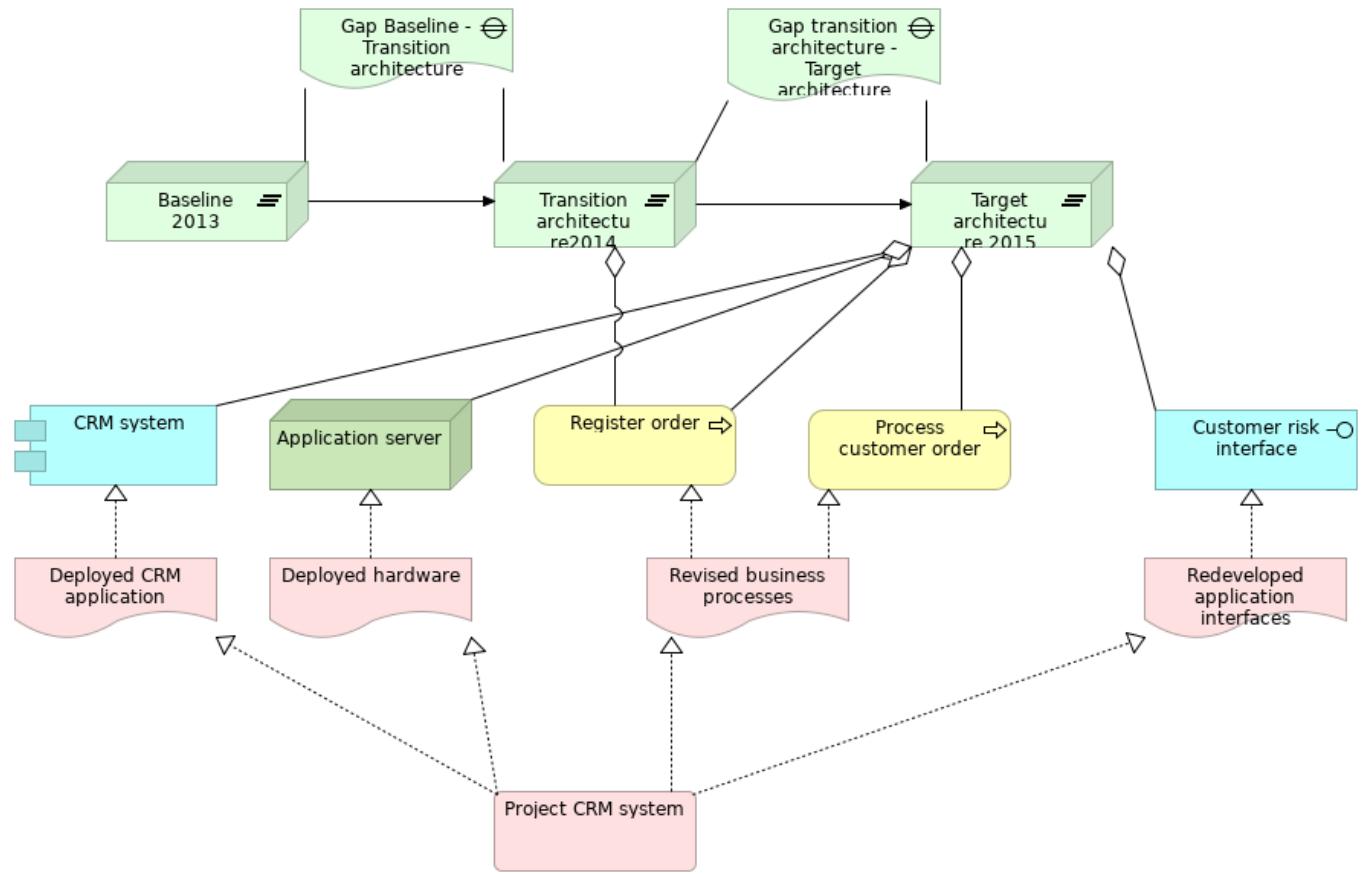


## Elements

Element	Type
Control: Maintenance Management	Business Function
Control: Material and Energy Control	Business Function
Control: Product Inventory Control	Business Function
Control: Production Control	Business Function
Control: Production Scheduling (Local)	Business Function
Control: quality assurance	Business Function
Enterprise: Customer Service	Business Function
Enterprise: Marketing & Sales	Business Function
Enterprise: Order Processing	Business Function
Enterprise: Procurement	Business Function
Enterprise: Product Cost Accounting	Business Function
Enterprise: Product Shipping Admin	Business Function
Enterprise: Research, Development & Engineering	Business Function

# Gap analysis and roadmaps

No viewpoint

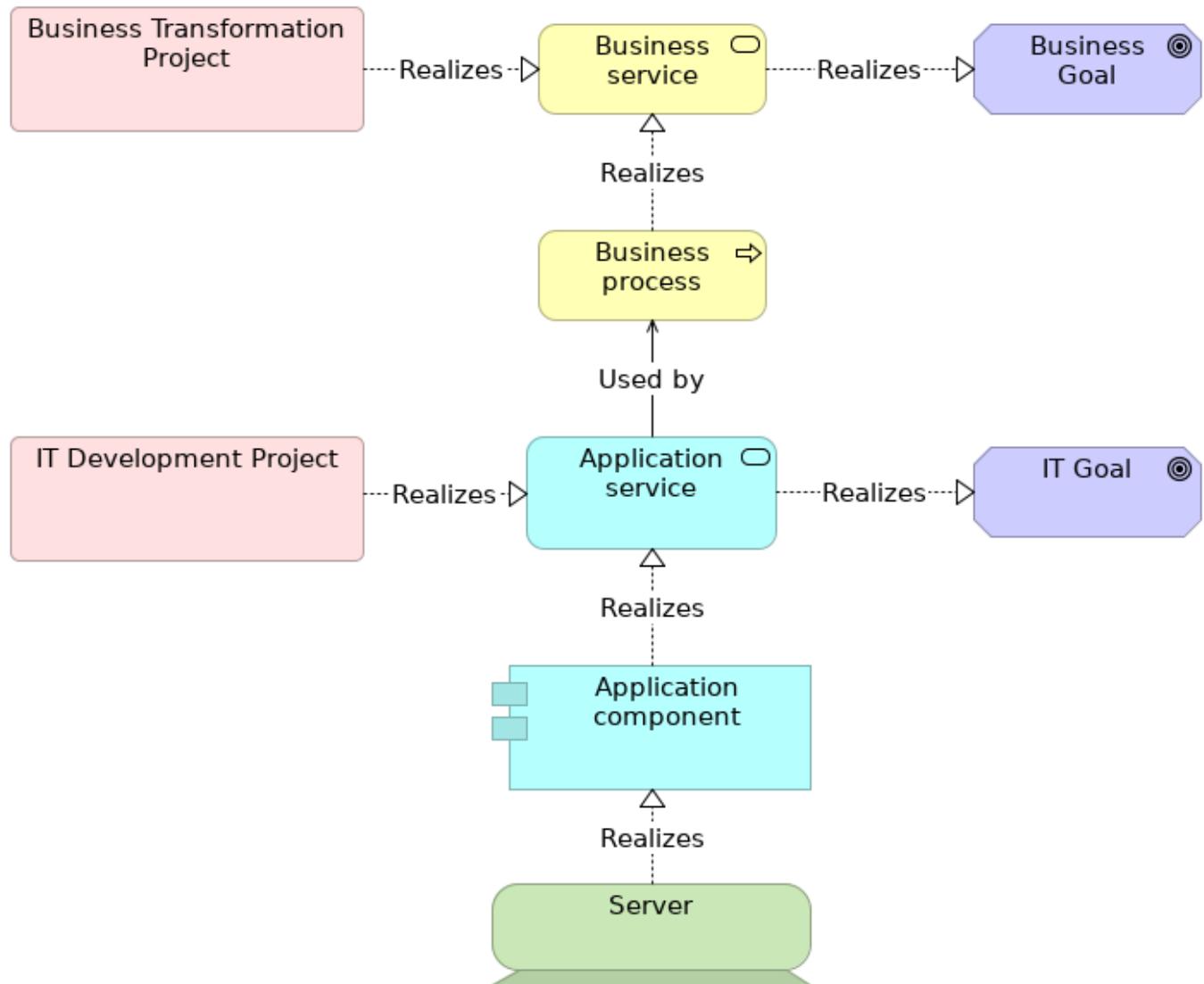


## Elements

Element	Type
Application server	Node
Baseline 2013	Plateau
CRM system	Application Component
Customer risk interface	Application Interface
Deployed CRM application	Deliverable
Deployed hardware	Deliverable
Gap Baseline - Transition architecture	Gap
Gap transition architecture - Target architecture	Gap
Process customer order	Business Process
Project CRM system	Work Package
Redeveloped application interfaces	Deliverable
Register order	Business Process
Revised business processes	Deliverable
Target architecture 2015	Plateau
Transition architecture 2014	Plateau

# Generic ArchiMate example

No viewpoint

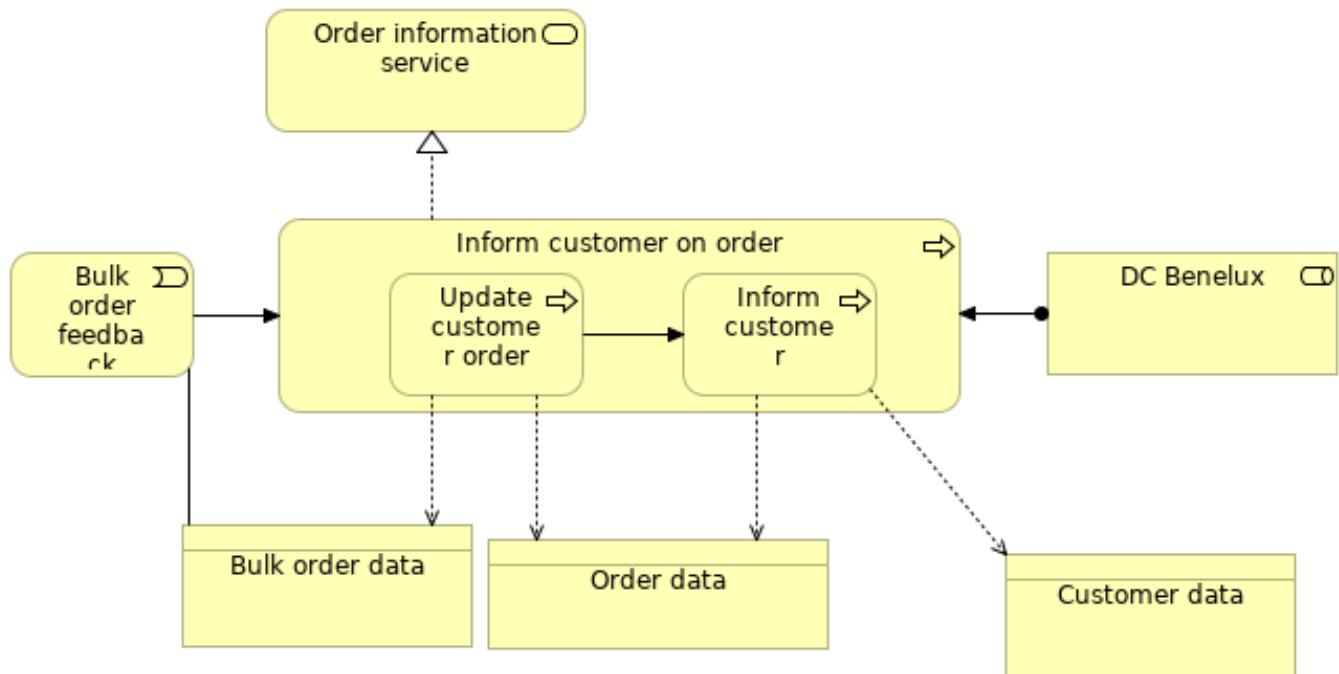


## Elements

Element	Type
Application component	Application Component
Application service	Application Service
Business Goal	Goal
Business process	Business Process
Business service	Business Service
Business Transformation Project	Work Package
IT Development Project	Work Package
IT Goal	Goal
Server	Device

# Inform customer

No viewpoint

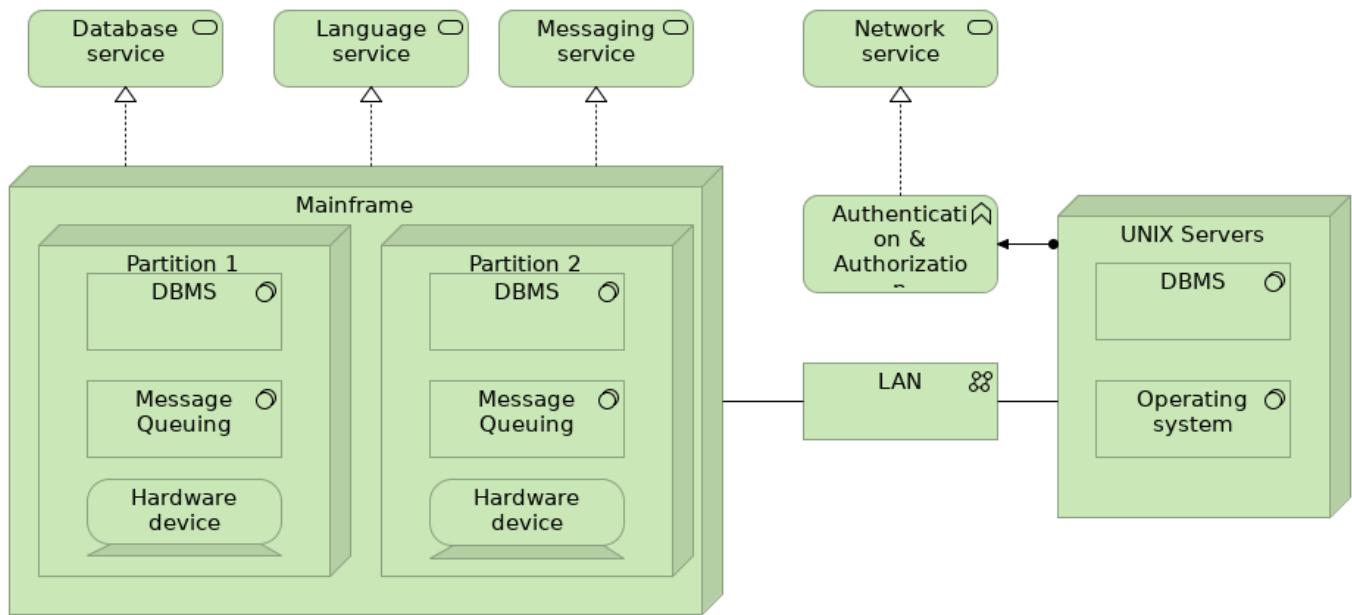


## Elements

Element	Type
Bulk order data	Business Object
Bulk order feedback	Business Event
Customer data	Business Object
DC Benelux	Business Role
Inform customer	Business Process
Inform customer on order	Business Process
Order data	Business Object
Order information service	Business Service
Update customer order	Business Process

# Infrastructure view

No viewpoint

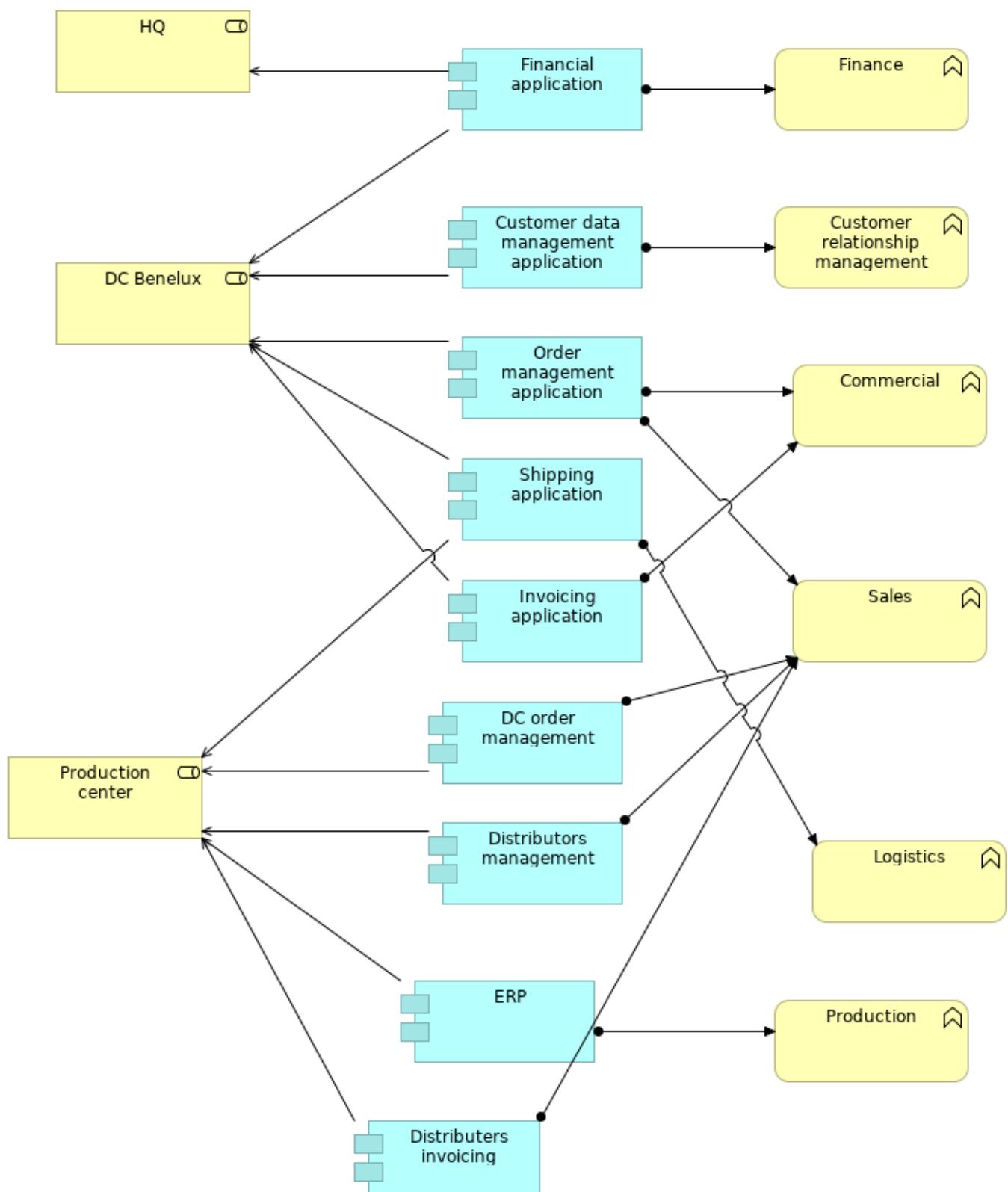


## Elements

Element	Type
Authentication & Authorization	Technology Function
Database service	Technology Service
DBMS	System Software
Hardware device	Device
LAN	Communication Network
Language service	Technology Service
Mainframe	Node
Message Queuing	System Software
Messaging service	Technology Service
Network service	Technology Service
Operating system	System Software
Partition 1	Node
Partition 2	Node
UNIX Servers	Node

# Landscape view

No viewpoint



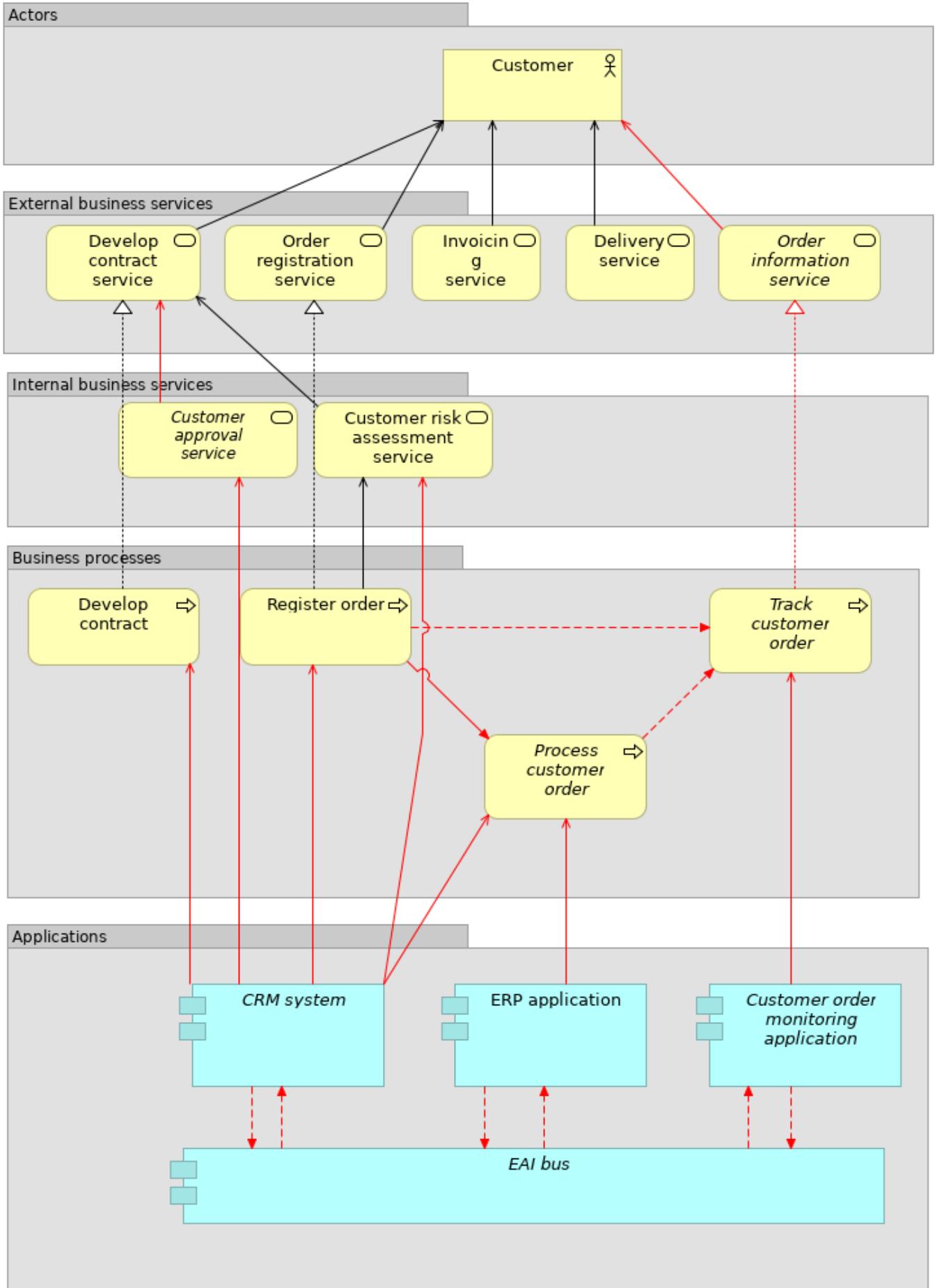
## Elements

Element	Type
Commercial	Business Function

<b>Element</b>	<b>Type</b>
Customer data management application	Application Component
Customer relationship management	Business Function
DC Benelux	Business Role
DC order management	Application Component
Distributors invoicing	Application Component
Distributors management	Application Component
ERP	Application Component
Finance	Business Function
Financial application	Application Component
HQ	Business Role
Invoicing application	Application Component
Logistics	Business Function
Order management application	Application Component
Production	Business Function
Production center	Business Role
Sales	Business Function
Shipping application	Application Component

## Layered view

*No viewpoint*

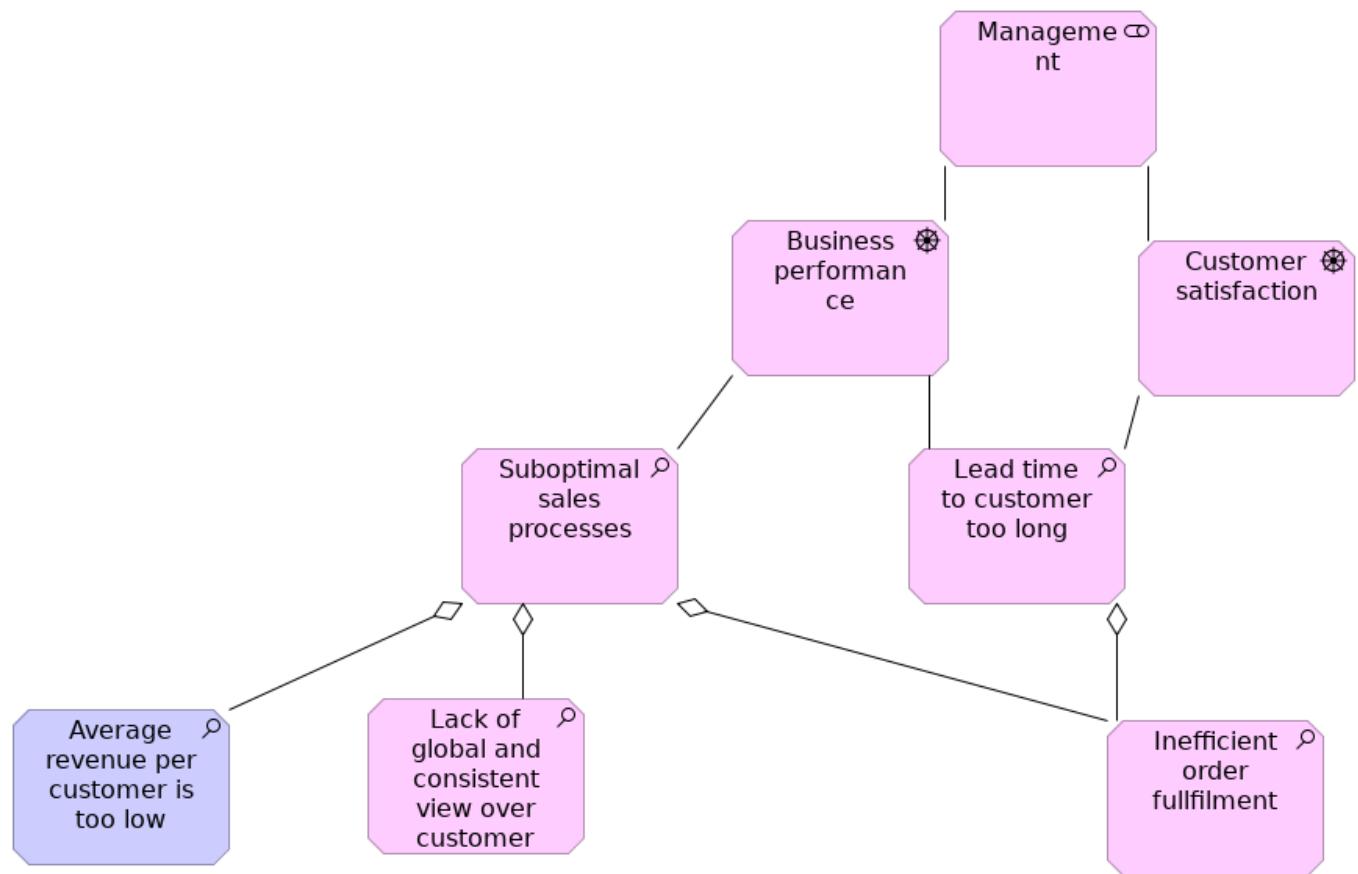


## Elements

Element	Type
CRM system	Application Component
Customer	Business Actor
Customer approval service	Business Service
Customer order monitoring application	Application Component
Customer risk assessment service	Business Service
Delivery service	Business Service
Develop contract	Business Process
Develop contract service	Business Service
EAI bus	Application Component
ERP application	Application Component
Invoicing service	Business Service
Order information service	Business Service
Order registration service	Business Service
Process customer order	Business Process
Register order	Business Process
Track customer order	Business Process

# Motivation - business performance focus

No viewpoint

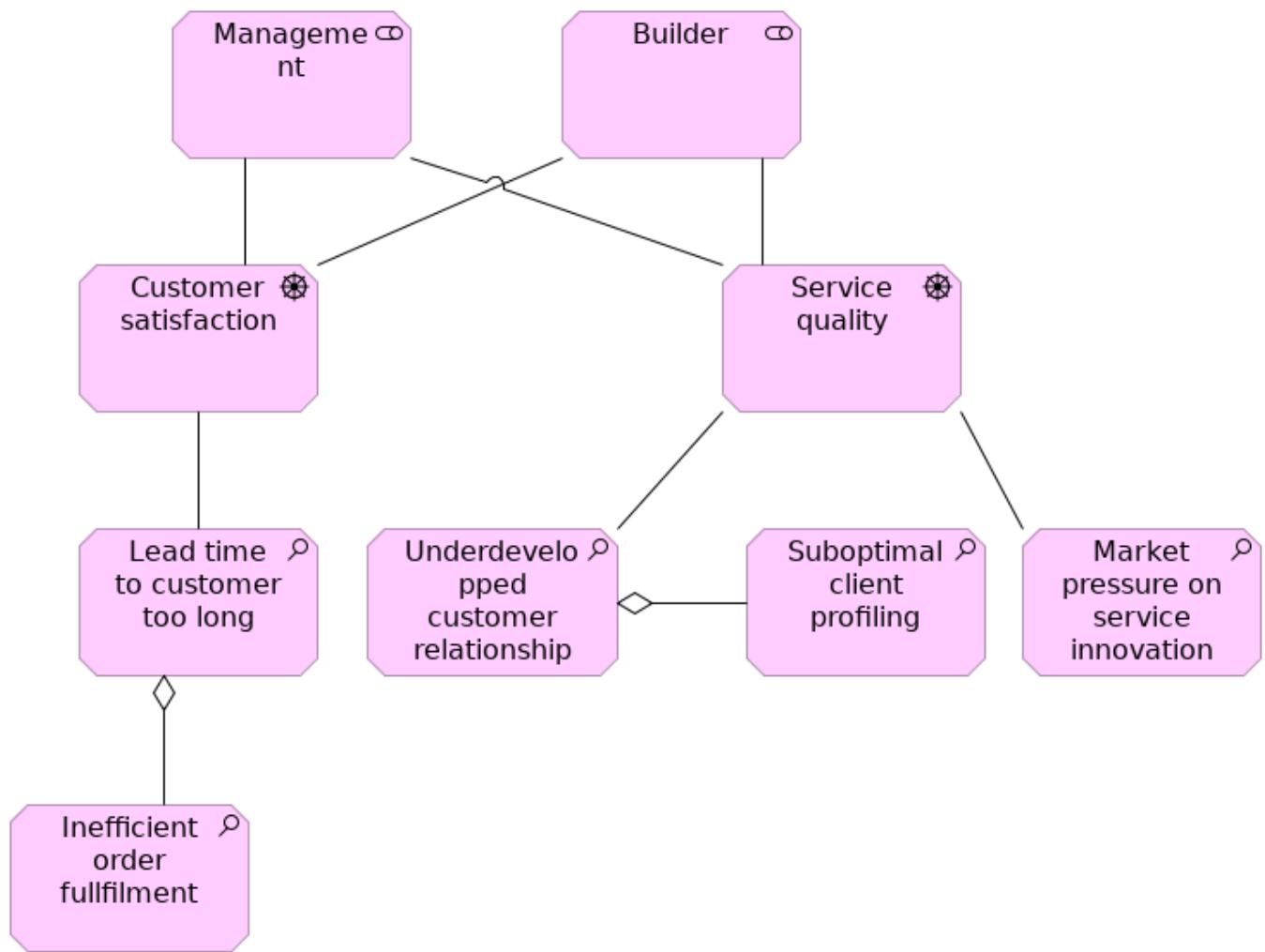


## Elements

Element	Type
Average revenue per customer is too low	Assessment
Business performance	Driver
Customer satisfaction	Driver
Inefficient order fulfilment	Assessment
Lack of global and consistent view over customer	Assessment
Lead time to customer too long	Assessment
Management	Stakeholder
Suboptimal sales processes	Assessment

# Motivation - Customer satisfaction focus

No viewpoint

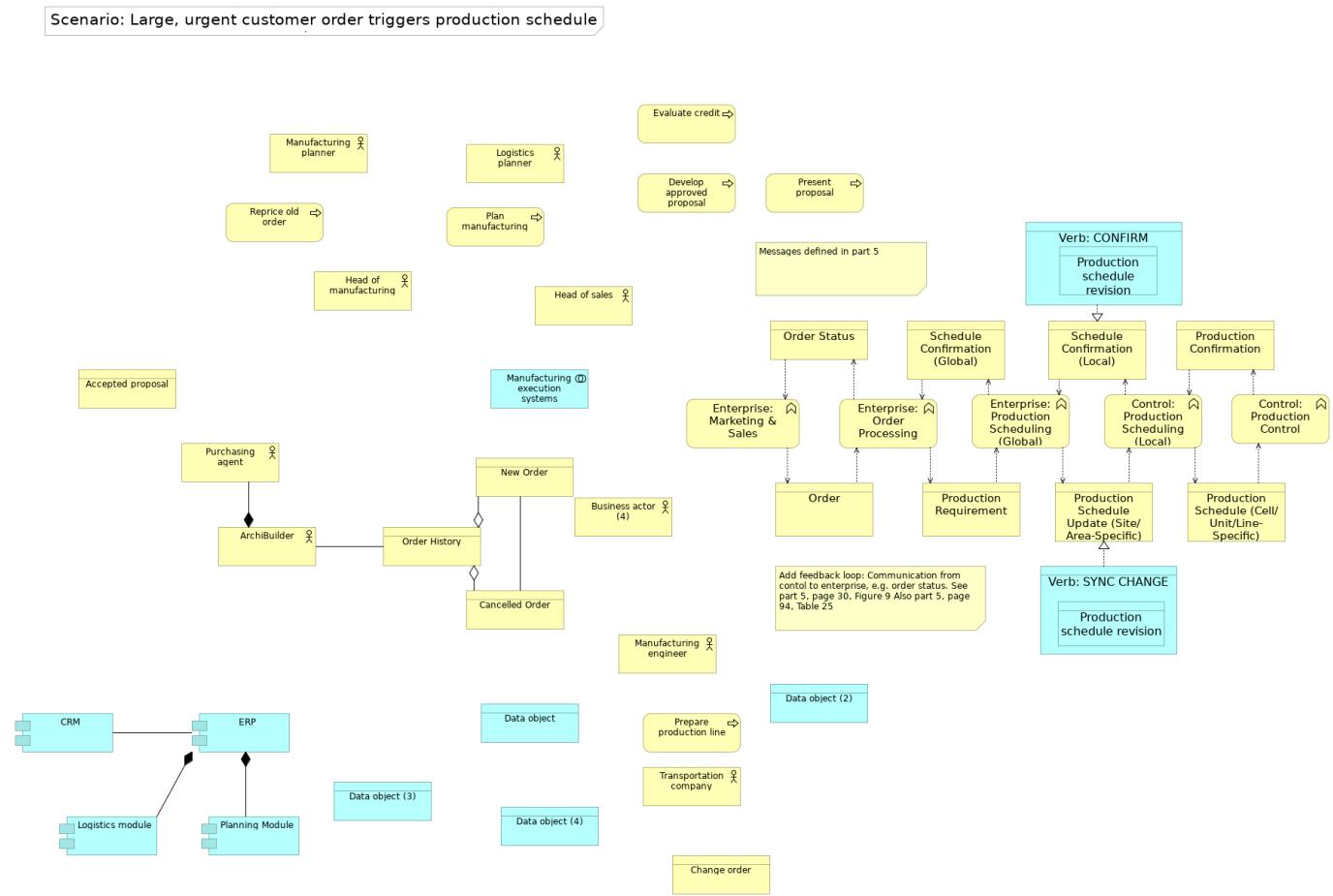


## Elements

Element	Type
Builder	Stakeholder
Customer satisfaction	Driver
Inefficient order fulfilment	Assessment
Lead time to customer too long	Assessment
Management	Stakeholder
Market pressure on service innovation	Assessment
Service quality	Driver
Suboptimal client profiling	Assessment
Underdeveloped customer relationship	Assessment

# New Order Message Flow

No viewpoint



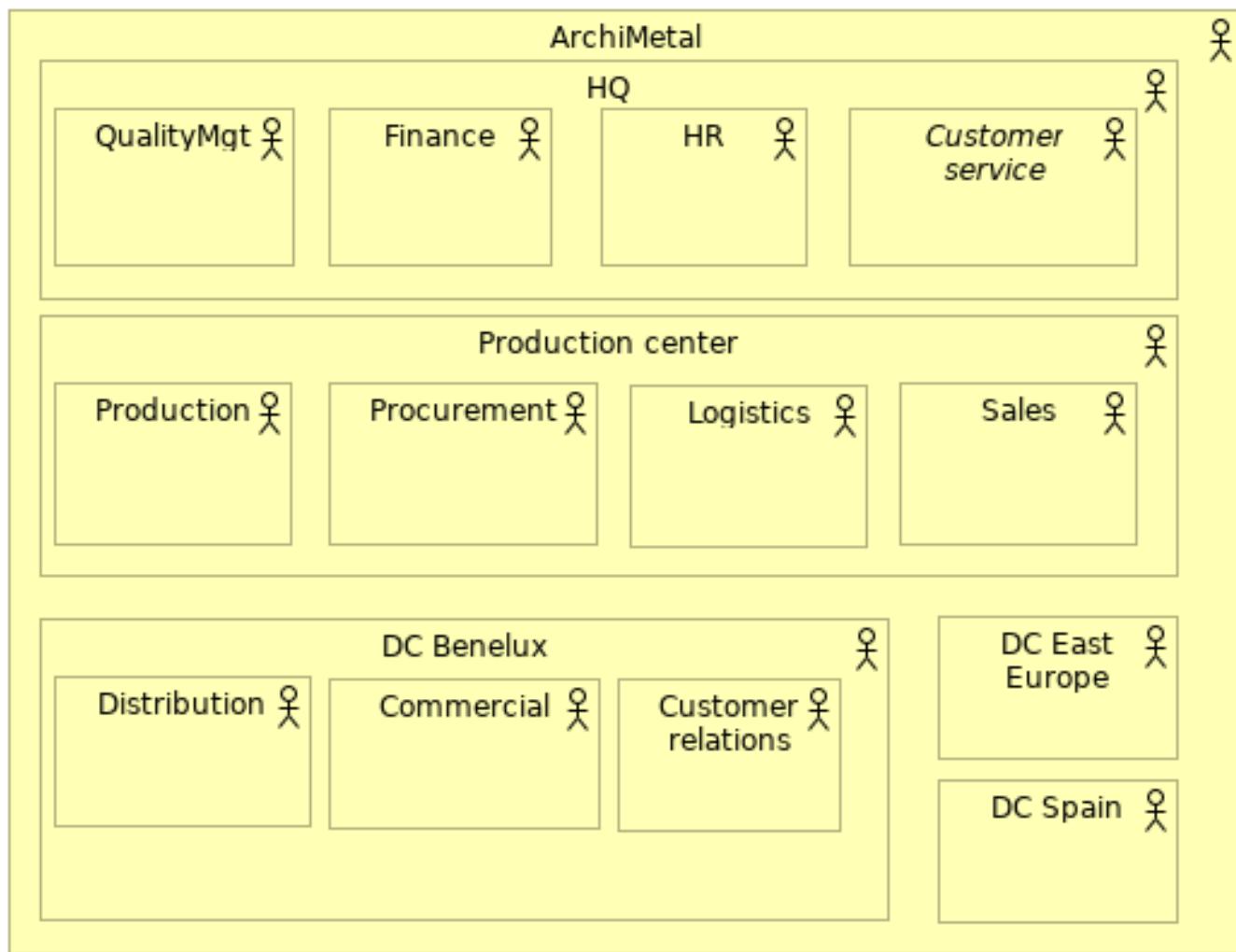
## Elements

Element	Type
Accepted proposal	Business Object
ArchiBuilder	Business Actor
Business actor (4)	Business Actor
Cancelled Order	Business Object
Change order	Business Object
Control: Production Control	Business Function
Control: Production Scheduling (Local)	Business Function
CRM	Application Component
Data object	Data Object
Data object (2)	Data Object
Data object (3)	Data Object
Data object (4)	Data Object
Develop approved proposal	Business Process
Enterprise: Marketing & Sales	Business Function
Enterprise: Order Processing	Business Function
Enterprise: Production Scheduling (Global)	Business Function
ERP	Application Component
Evaluate credit	Business Process

Element	Type
Head of manufacturing	Business Actor
Head of sales	Business Actor
Logistics module	Application Component
Logistics planner	Business Actor
Manufacturing engineer	Business Actor
Manufacturing execution systems	Application Collaboration
Manufacturing planner	Business Actor
New Order	Business Object
Order	Business Object
Order History	Business Object
Order Status	Business Object
Plan manufacturing	Business Process
Planning Module	Application Component
Prepare production line	Business Process
Present proposal	Business Process
Production Confirmation	Business Object
Production Requirement	Business Object
Production Schedule (Cell/Unit/Line-Specific)	Business Object
Production schedule revision	Data Object
Production schedule revision confirmation	Data Object
Production Schedule Update (Site/Area-Specific)	Business Object
Purchasing agent	Business Actor
Reprice old order	Business Process
Schedule Confirmation (Global)	Business Object
Schedule Confirmation (Local)	Business Object
Transportation company	Business Actor
Verb: CONFIRM	Data Object
Verb: SYNC CHANGE	Data Object

# Org. structure\_new

No viewpoint



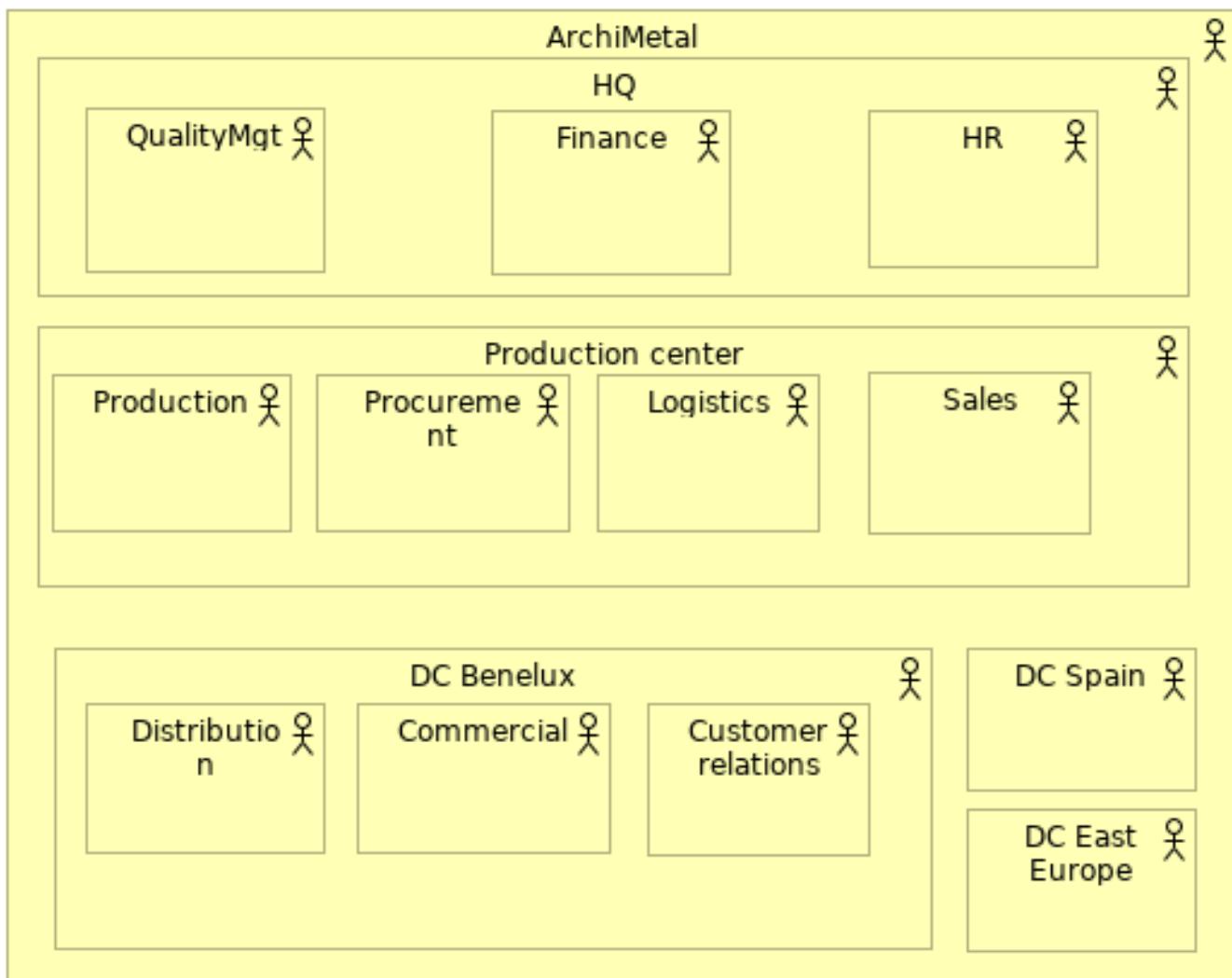
## Elements

Element	Type
ArchiMetal	Business Actor
Commercial	Business Actor
Customer relations	Business Actor
Customer service	Business Actor
DC Benelux	Business Actor
DC East Europe	Business Actor
DC Spain	Business Actor
Distribution	Business Actor
Finance	Business Actor
HQ	Business Actor
HR	Business Actor
Logistics	Business Actor
Procurement	Business Actor
Production	Business Actor
Production center	Business Actor

Element	Type
QualityMgt	Business Actor
Sales	Business Actor

# Organisation dpts

No viewpoint



## Elements

Element	Type
ArchiMetal	Business Actor
Commercial	Business Actor
Customer relations	Business Actor
DC Benelux	Business Actor
DC East Europe	Business Actor
DC Spain	Business Actor
Distribution	Business Actor
Finance	Business Actor
HQ	Business Actor
HR	Business Actor
Logistics	Business Actor
Procurement	Business Actor
Production	Business Actor
Production center	Business Actor

Element	Type
QualityMgt	Business Actor
Sales	Business Actor

# Paper overview

No viewpoint

Architecture vision



Background and use of standards/reference models



As-is Architecture

As-is  
Business  
Architect  
ture

As-is  
Applicatio  
n  
Architect

As-is  
Technolog  
y  
Architect

To-be Architecture

To-be  
Business  
Architect  
ture

To-be  
Applicatio  
n  
Architect

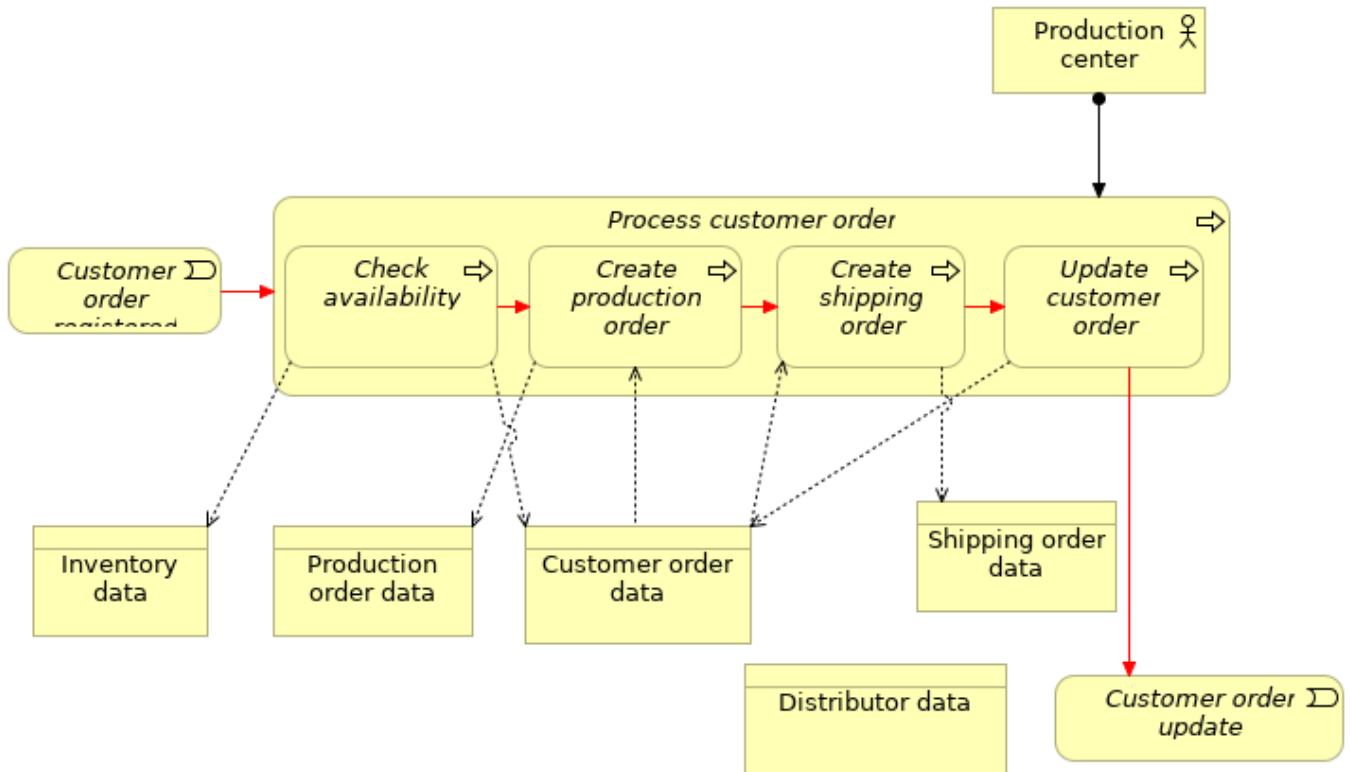
To-be  
Technolog  
y  
Architect

Gap analysis and roadmaps



# Process customer order\_new

No viewpoint

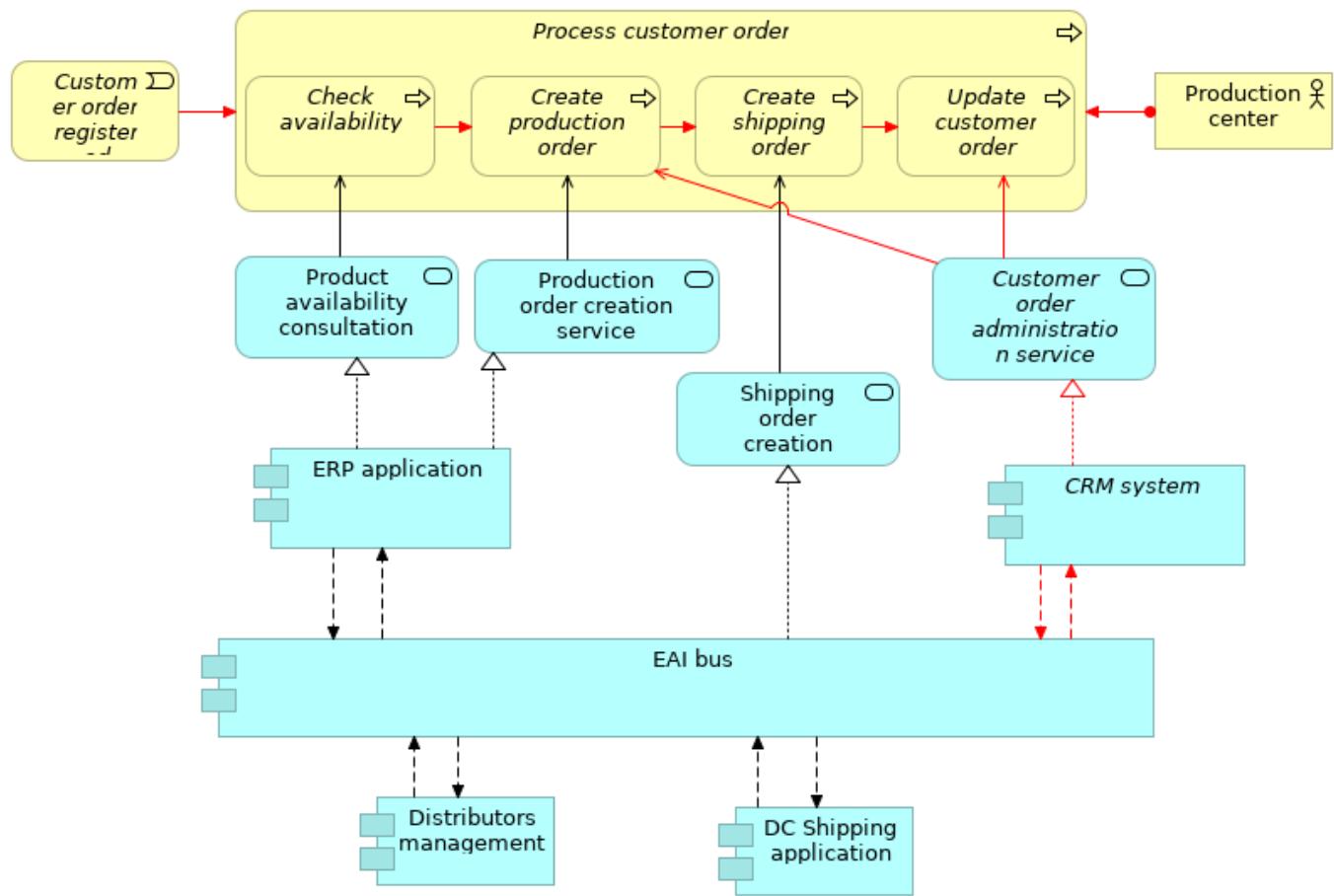


## Elements

Element	Type
Check availability	Business Process
Create production order	Business Process
Create shipping order	Business Process
Customer order data	Business Object
Customer order registered	Business Event
Customer order update	Business Event
Distributor data	Business Object
Inventory data	Business Object
Process customer order	Business Process
Production center	Business Actor
Production order data	Business Object
Shipping order data	Business Object
Update customer order	Business Process

# Process customer order\_new\_IT

No viewpoint



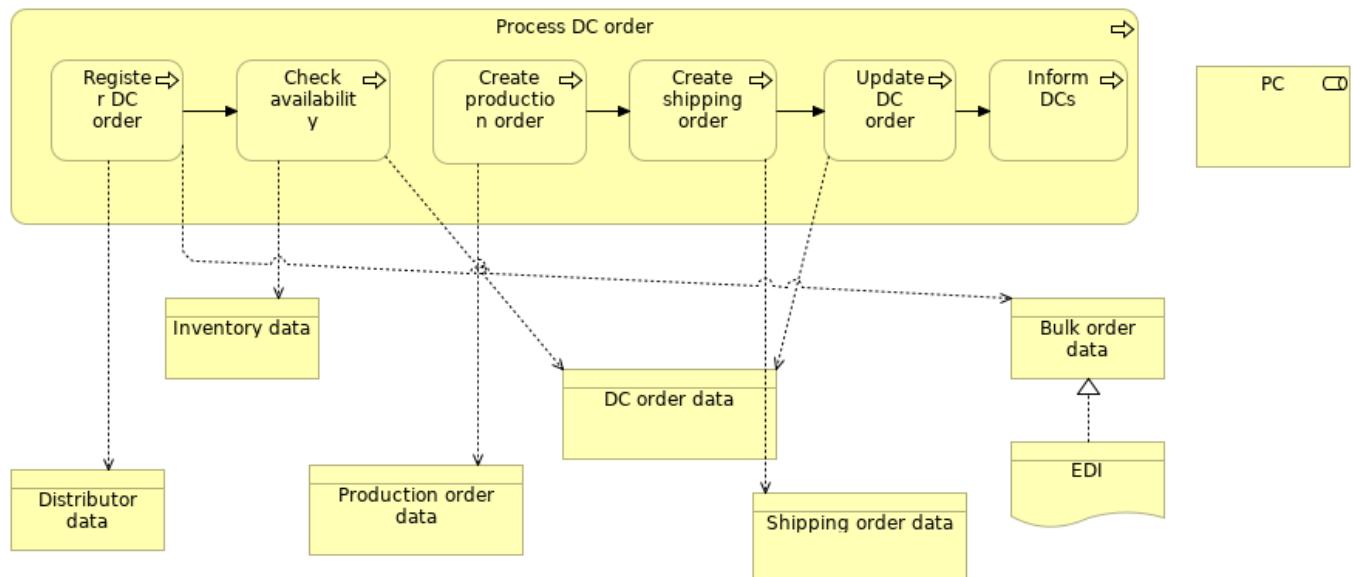
## Elements

Element	Type
Check availability	Business Process
Create production order	Business Process
Create shipping order	Business Process
CRM system	Application Component
Customer order administration service	Application Service
Customer order registered	Business Event
DC Shipping application	Application Component
Distributors management	Application Component
EAI bus	Application Component
ERP application	Application Component
Process customer order	Business Process
Product availability consultation	Application Service
Production center	Business Actor
Production order creation service	Application Service
Shipping order creation service	Application Service
Update customer order	Business Process



# Process DC orders

No viewpoint

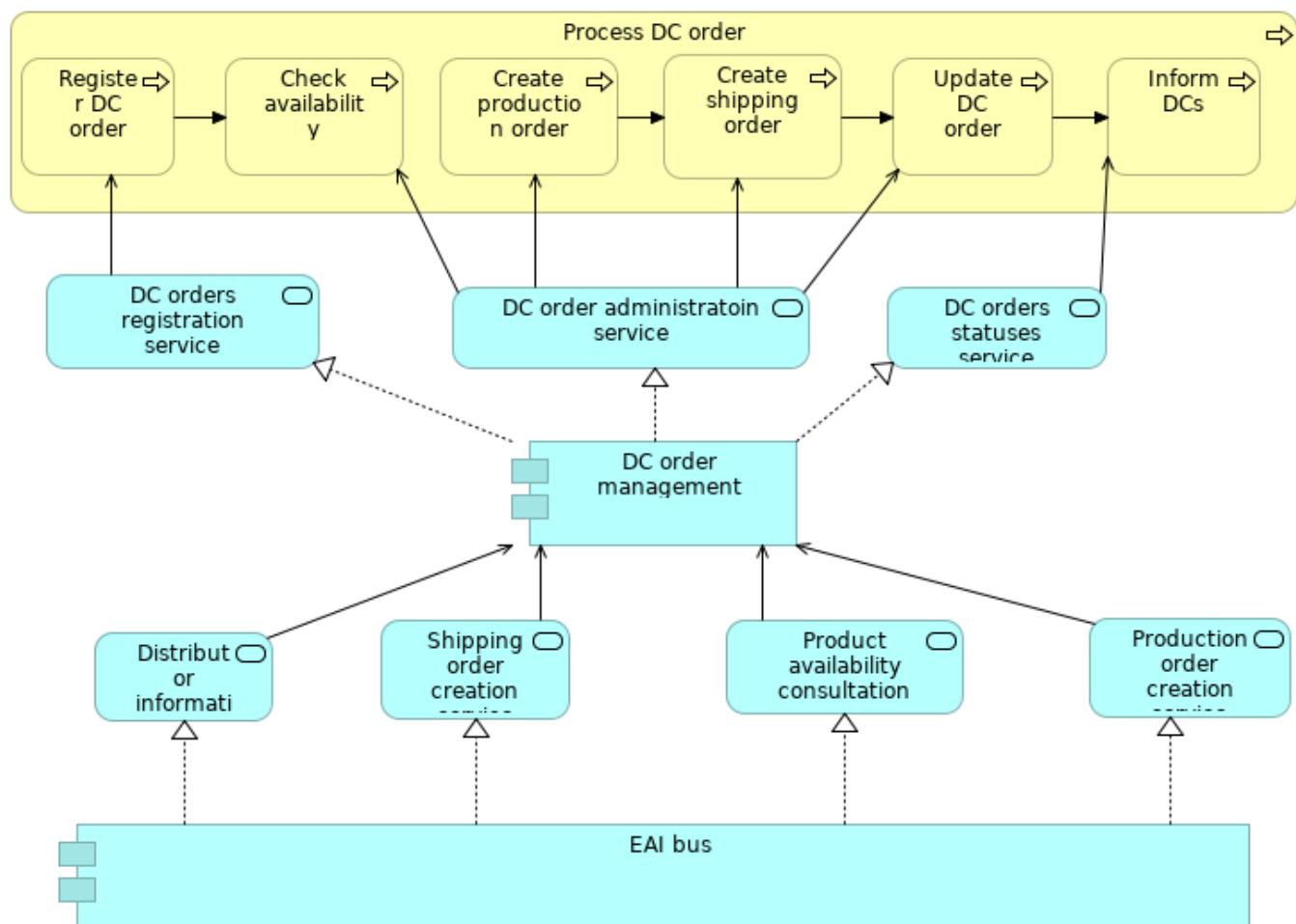


## Elements

Element	Type
Bulk order data	Business Object
Check availability	Business Process
Create production order	Business Process
Create shipping order	Business Process
DC order data	Business Object
Distributor data	Business Object
EDI	Representation
Inform DCs	Business Process
Inventory data	Business Object
PC	Business Role
Process DC order	Business Process
Production order data	Business Object
Register DC order	Business Process
Shipping order data	Business Object
Update DC order	Business Process

# Process DCorders\_IT

No viewpoint



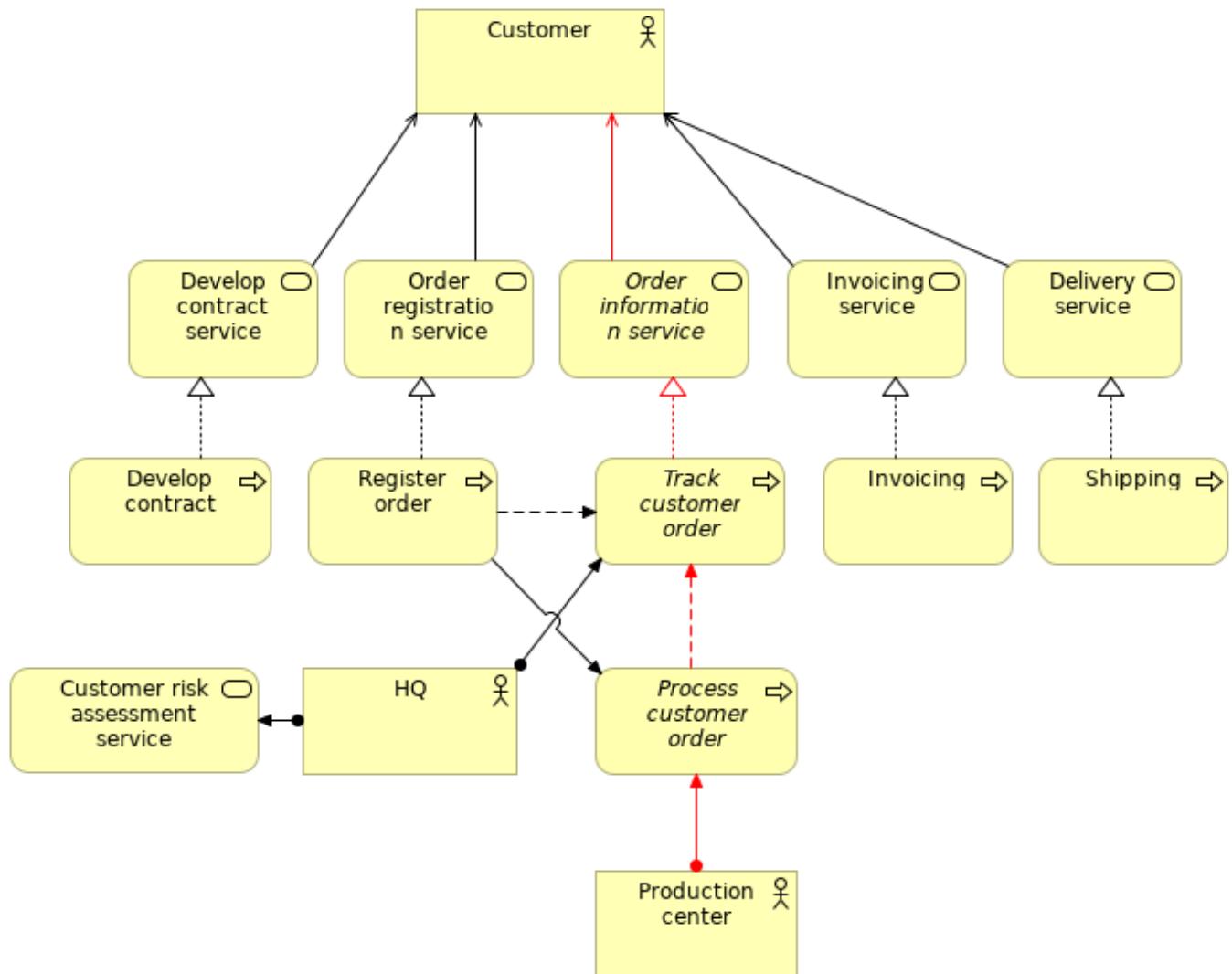
## Elements

Element	Type
Check availability	Business Process
Create production order	Business Process
Create shipping order	Business Process
DC order administration service	Application Service
DC order management	Application Component
DC orders registration service	Application Service
DC orders statuses service	Application Service
Distributor information service	Application Service
EAI bus	Application Component
Inform DCs	Business Process
Process DC order	Business Process
Product availability consultation	Application Service
Production order creation service	Application Service
Register DC order	Business Process
Shipping order creation service	Application Service
Update DC order	Business Process



# Processes interdependencies

No viewpoint



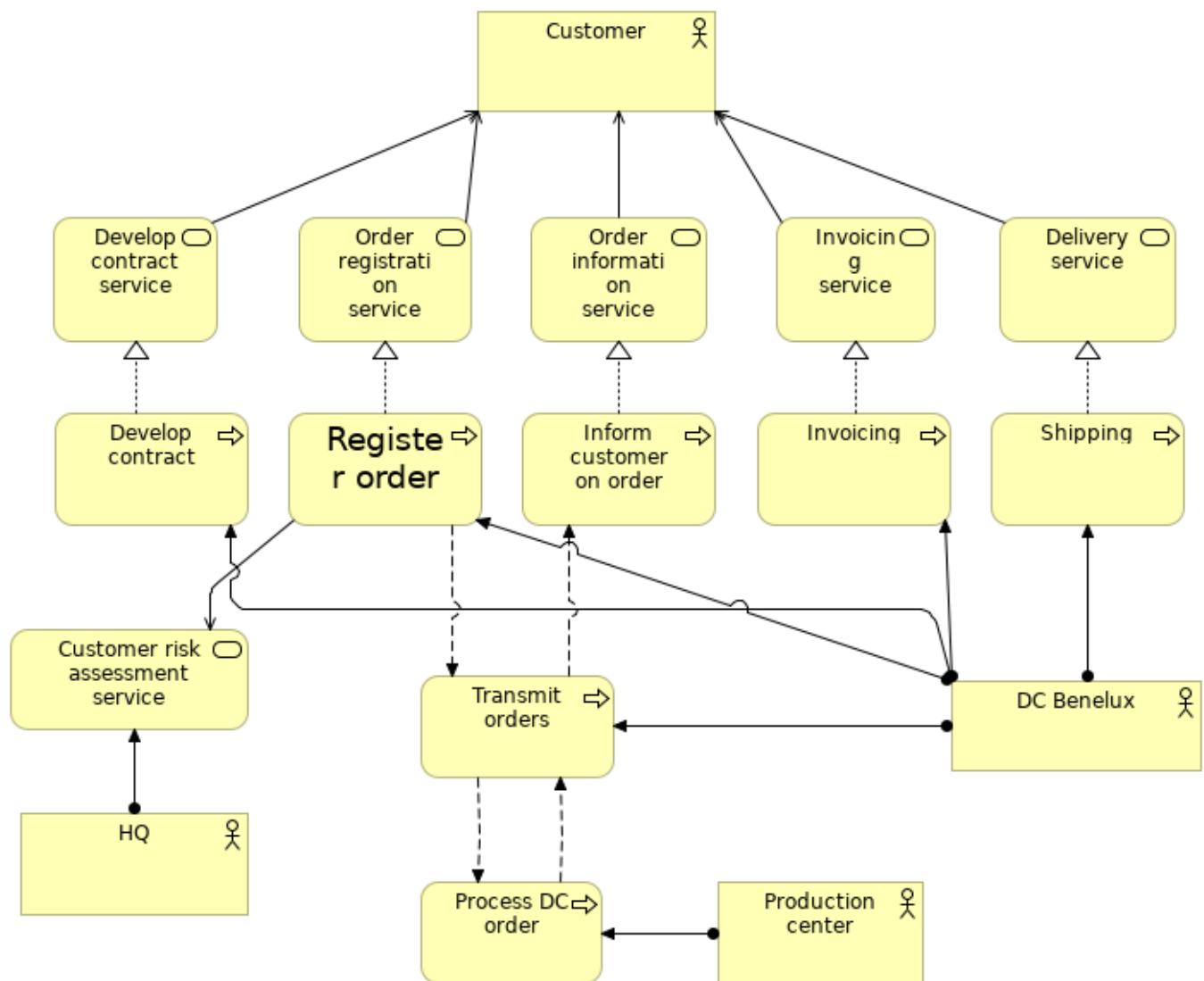
## Elements

Element	Type
Customer	Business Actor
Customer risk assessment service	Business Service
Delivery service	Business Service
Develop contract	Business Process
Develop contract service	Business Service
HQ	Business Actor
Invoicing	Business Process
Invoicing service	Business Service
Order information service	Business Service
Order registration service	Business Service
Process customer order	Business Process
Production center	Business Actor
Register order	Business Process
Shipping	Business Process

Element	Type
Track customer order	Business Process

# Processes interdependencies

No viewpoint



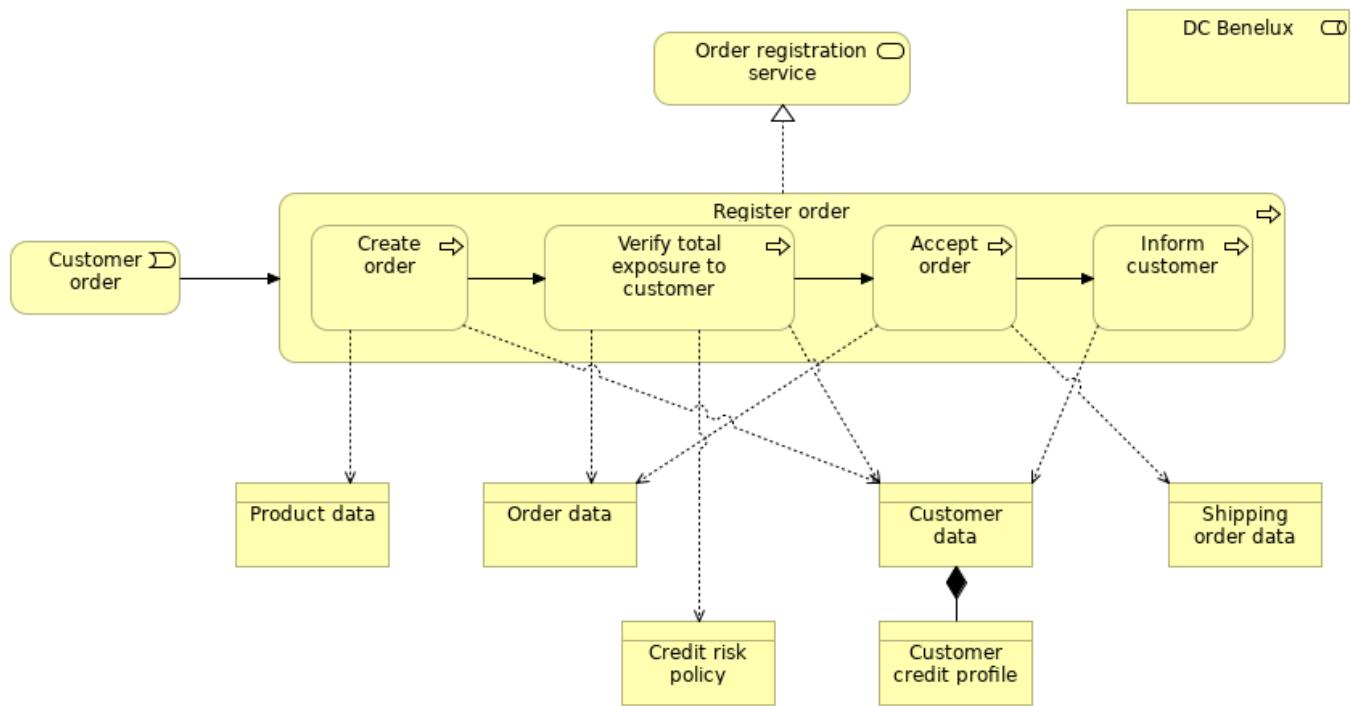
## Elements

Element	Type
Customer	Business Actor
Customer risk assessment service	Business Service
DC Benelux	Business Actor
Delivery service	Business Service
Develop contract	Business Process
Develop contract service	Business Service
HQ	Business Actor
Inform customer on order	Business Process
Invoicing	Business Process
Invoicing service	Business Service
Order information service	Business Service
Order registration service	Business Service
Process DC order	Business Process

<b>Element</b>	<b>Type</b>
Production center	Business Actor
Register order	Business Process
Shipping	Business Process
Transmit orders	Business Process

# Register order

No viewpoint

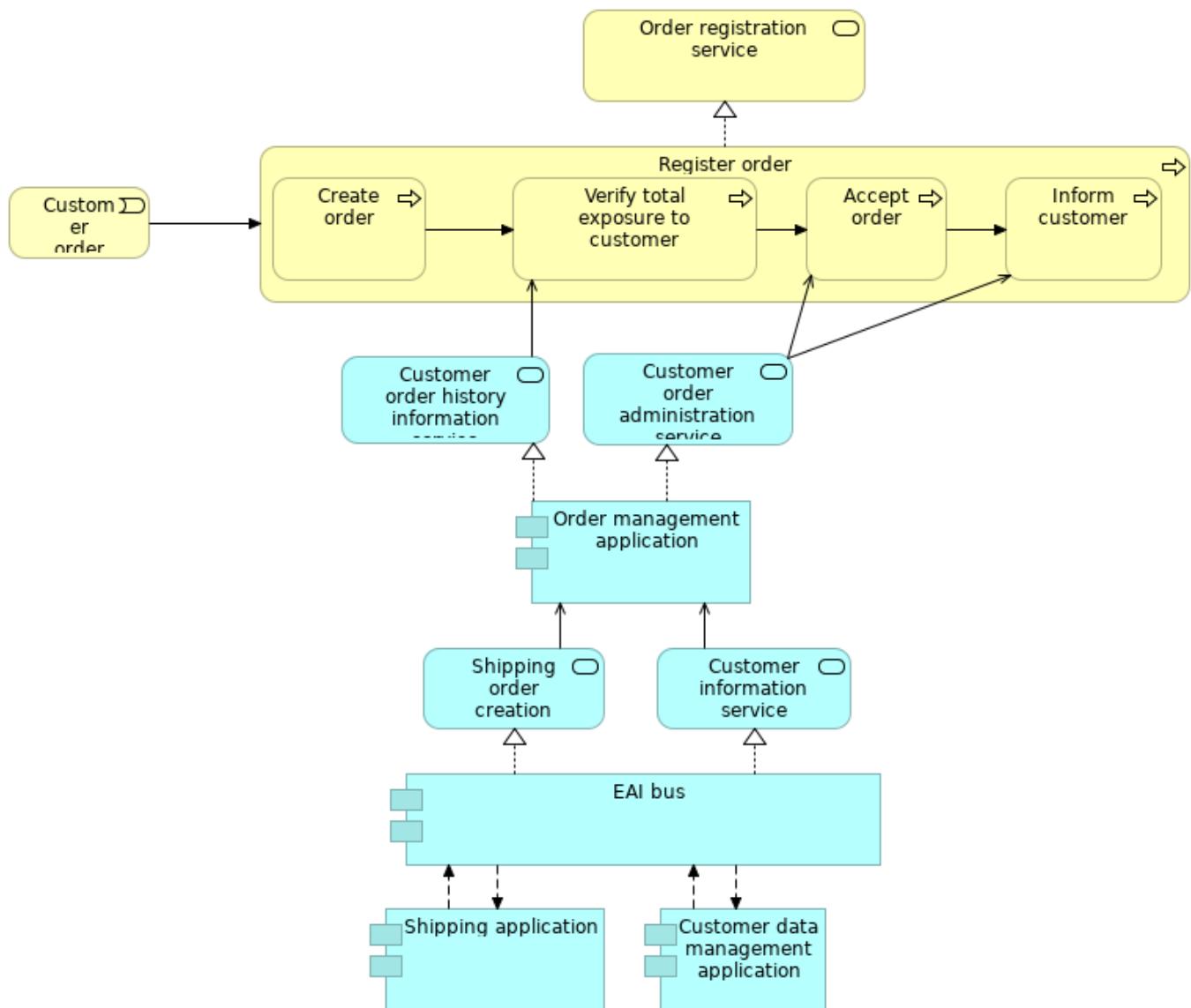


## Elements

Element	Type
Accept order	Business Process
Create order	Business Process
Credit risk policy	Business Object
Customer credit profile	Business Object
Customer data	Business Object
Customer order	Business Event
DC Benelux	Business Role
Inform customer	Business Process
Order data	Business Object
Order registration service	Business Service
Product data	Business Object
Register order	Business Process
Shipping order data	Business Object
Verify total exposure to customer	Business Process

# Register order\_IT

No viewpoint



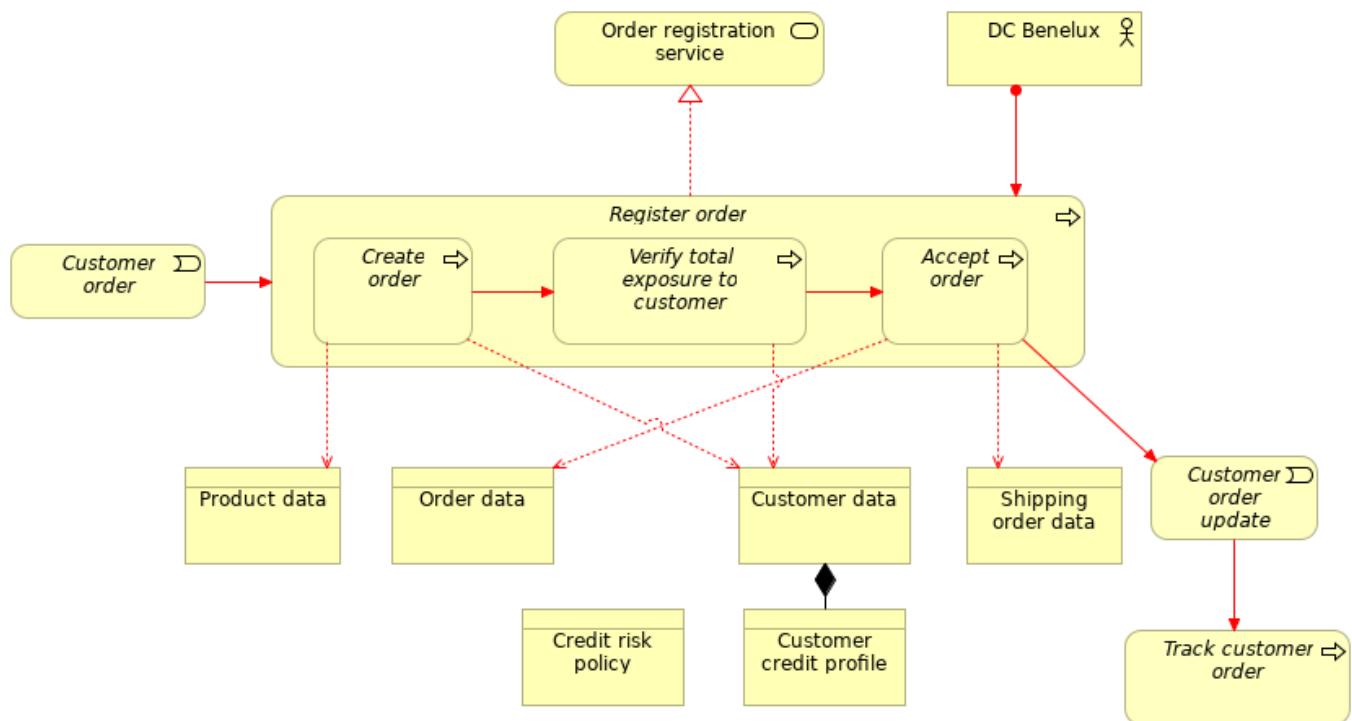
## Elements

Element	Type
Accept order	Business Process
Create order	Business Process
Customer data management application	Application Component
Customer information service	Application Service
Customer order	Business Event
Customer order administration service	Application Service
Customer order history information service	Application Service
EAI bus	Application Component
Inform customer	Business Process
Order management application	Application Component
Order registration service	Business Service
Register order	Business Process

<b>Element</b>	<b>Type</b>
Shipping application	Application Component
Shipping order creation service	Application Service
Verify total exposure to customer	Business Process

# Register order\_new

No viewpoint

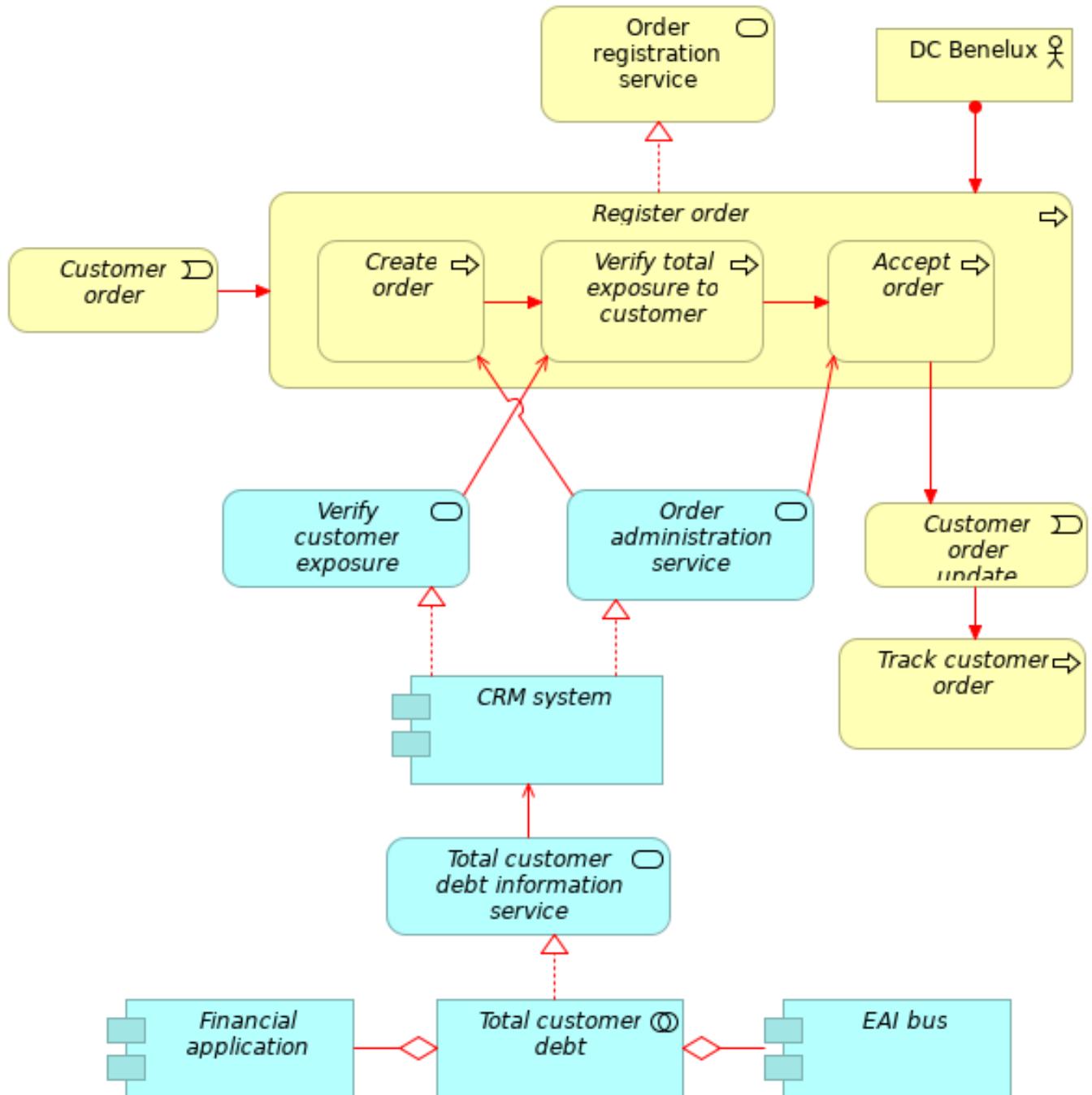


## Elements

Element	Type
Accept order	Business Process
Create order	Business Process
Credit risk policy	Business Object
Customer credit profile	Business Object
Customer data	Business Object
Customer order	Business Event
Customer order update	Business Event
DC Benelux	Business Actor
Order data	Business Object
Order registration service	Business Service
Product data	Business Object
Register order	Business Process
Shipping order data	Business Object
Track customer order	Business Process
Verify total exposure to customer	Business Process

# Register order\_new\_IT

No viewpoint



## Elements

Element	Type
Accept order	Business Process
Create order	Business Process
CRM system	Application Component
Customer order	Business Event
Customer order update	Business Event
DC Benelux	Business Actor
EAI bus	Application Component

<b>Element</b>	<b>Type</b>
Financial application	Application Component
Order administration service	Application Service
Order registration service	Business Service
Register order	Business Process
Total customer debt	Application Collaboration
Total customer debt information service	Application Service
Track customer order	Business Process
Verify customer exposure service	Application Service
Verify total exposure to customer	Business Process



## To-be Application Architecture

*No viewpoint*



## To-be Business Architecture

*No viewpoint*

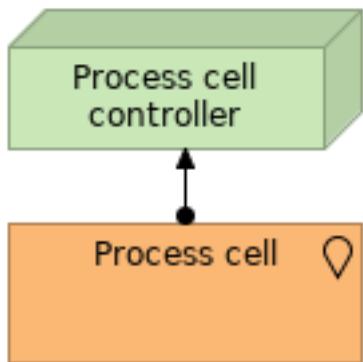


## To-be Technology Architecture

*No viewpoint*

# Total view for Process cell controller

No viewpoint

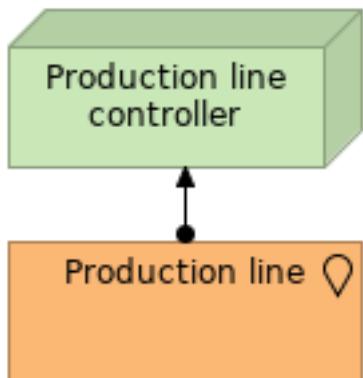


## Elements

Element	Type
Process cell	Location
Process cell controller	Node

## Total view for Production line controller

No viewpoint

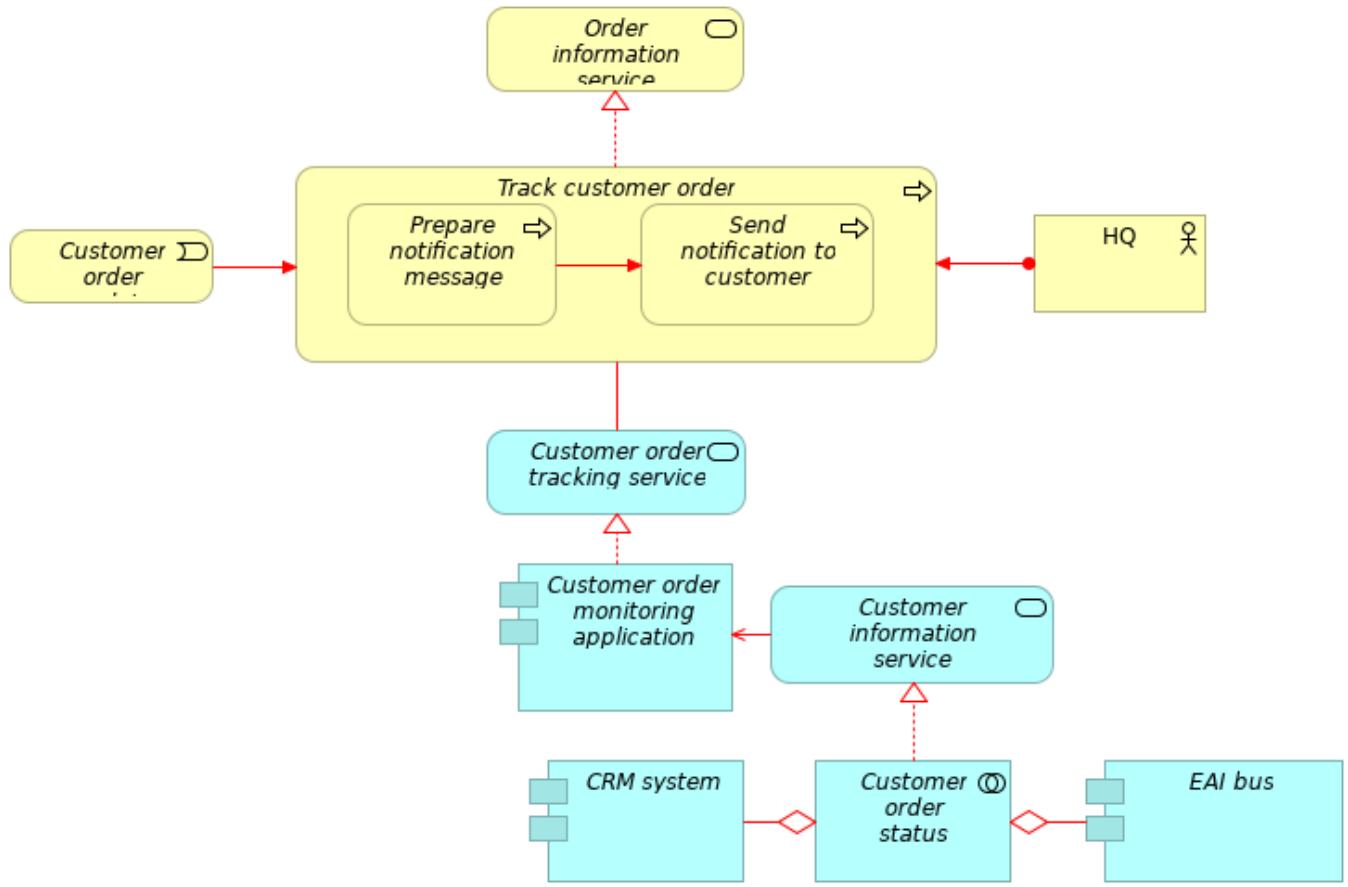


### Elements

Element	Type
Production line	Location
Production line controller	Node

# Track customer order\_new\_IT

No viewpoint

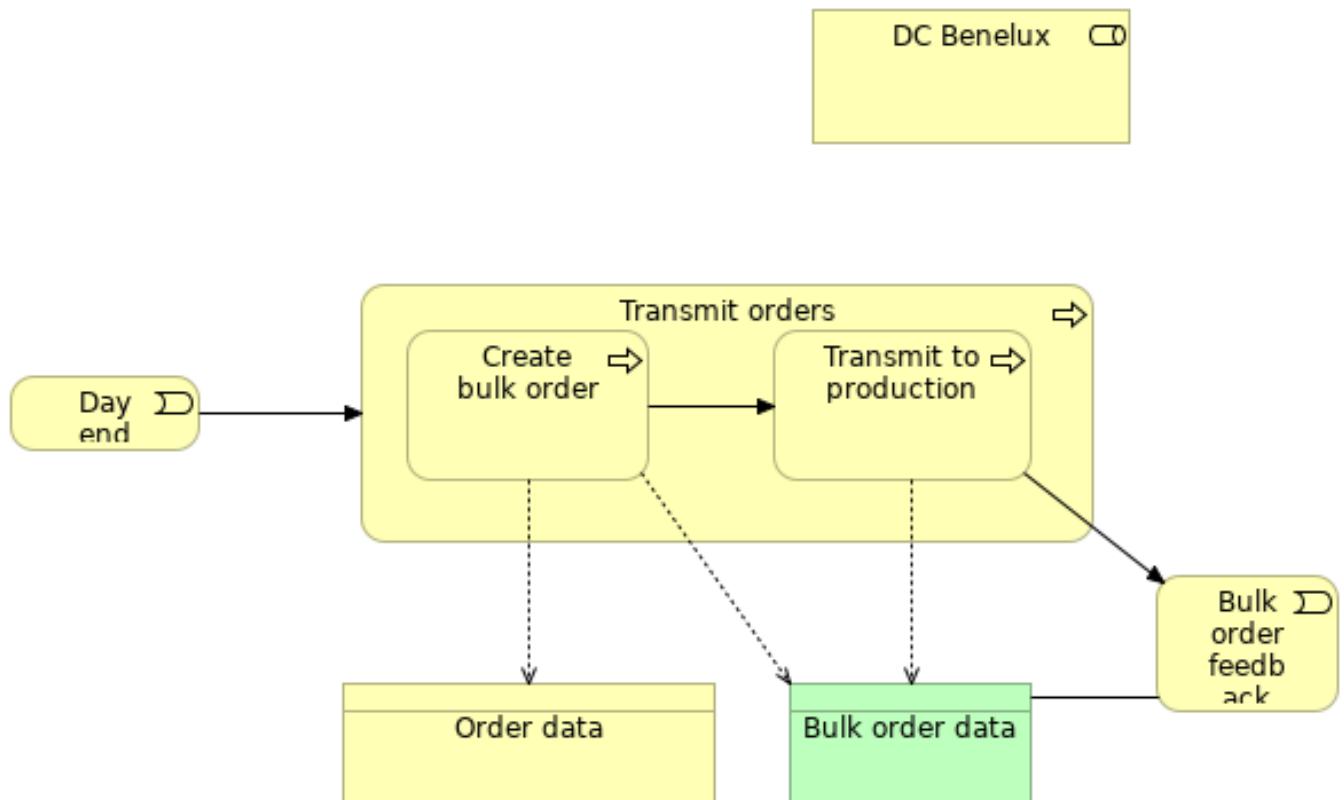


## Elements

Element	Type
CRM system	Application Component
Customer information service	Application Service
Customer order monitoring application	Application Component
Customer order status	Application Collaboration
Customer order tracking service	Application Service
Customer order update	Business Event
EAI bus	Application Component
HQ	Business Actor
Order information service	Business Service
Prepare notification message	Business Process
Send notification to customer	Business Process
Track customer order	Business Process

## Transmit orders to PC

No viewpoint

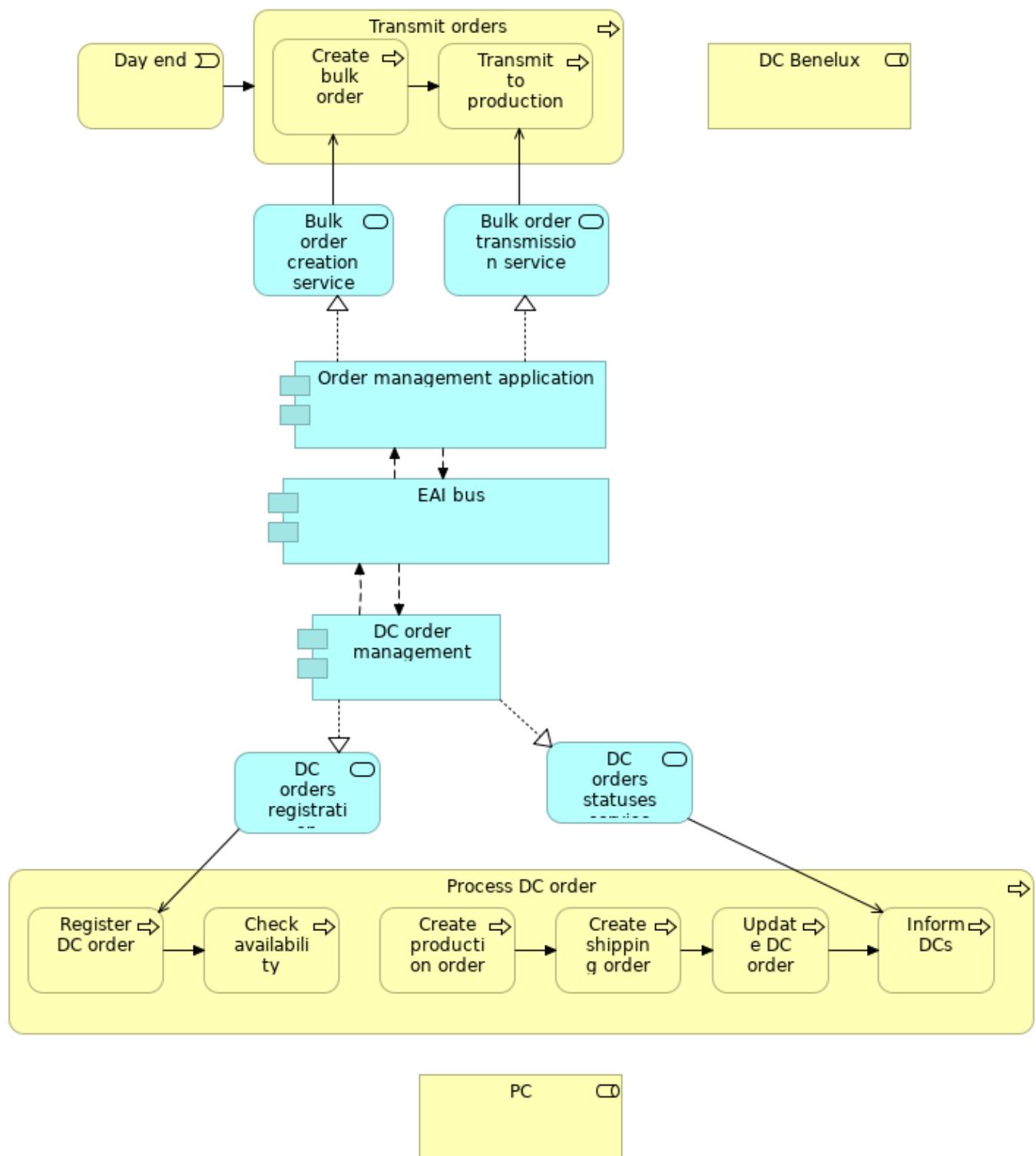


## Elements

Element	Type
Bulk order data	Business Object
Bulk order feedback	Business Event
Create bulk order	Business Process
Day end	Business Event
DC Benelux	Business Role
Order data	Business Object
Transmit orders	Business Process
Transmit to production	Business Process

# Transmit orders\_IT\_all

No viewpoint



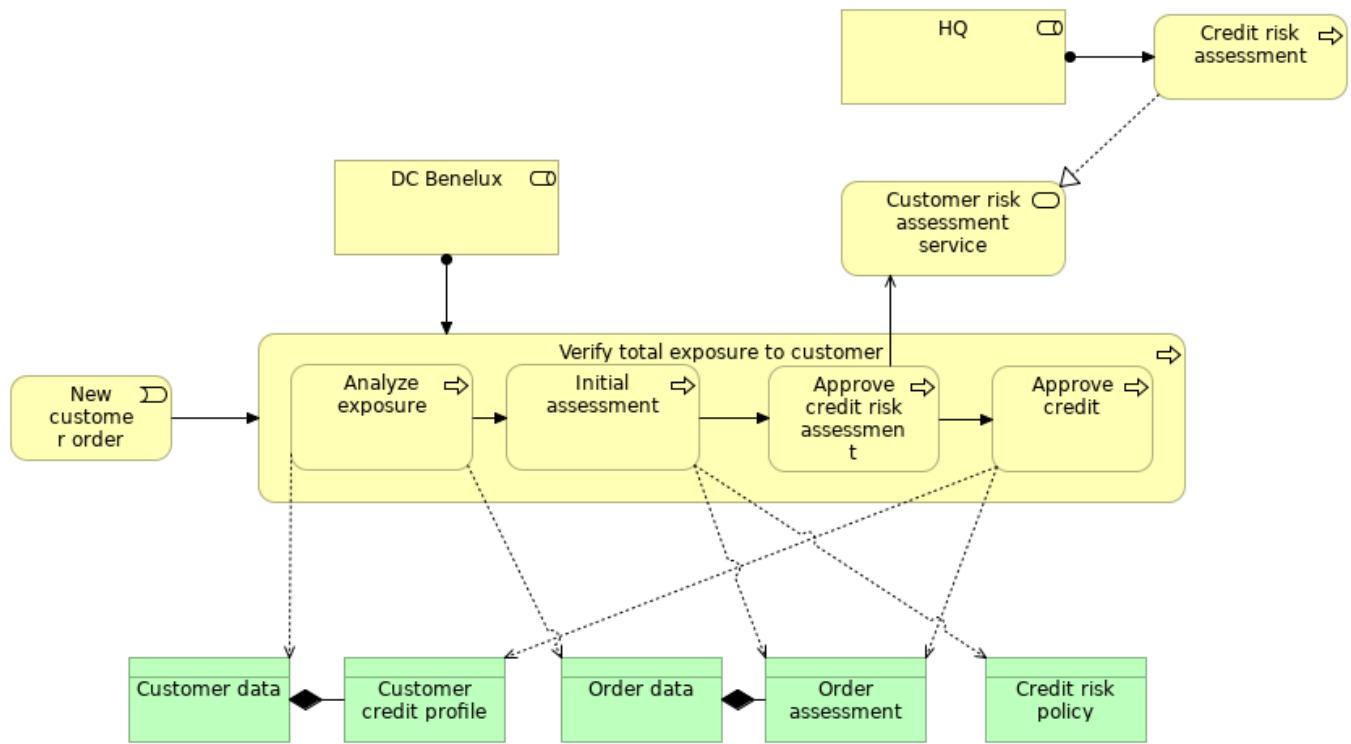
## Elements

Element	Type
Bulk order creation service	Application Service
Bulk order transmission service	Application Service
Check availability	Business Process

<b>Element</b>	<b>Type</b>
Create bulk order	Business Process
Create production order	Business Process
Create shipping order	Business Process
Day end	Business Event
DC Benelux	Business Role
DC order management	Application Component
DC orders registration service	Application Service
DC orders statuses service	Application Service
EAI bus	Application Component
Inform DCs	Business Process
Order management application	Application Component
PC	Business Role
Process DC order	Business Process
Register DC order	Business Process
Transmit orders	Business Process
Transmit to production	Business Process
Update DC order	Business Process

# Verify total exposure

No viewpoint

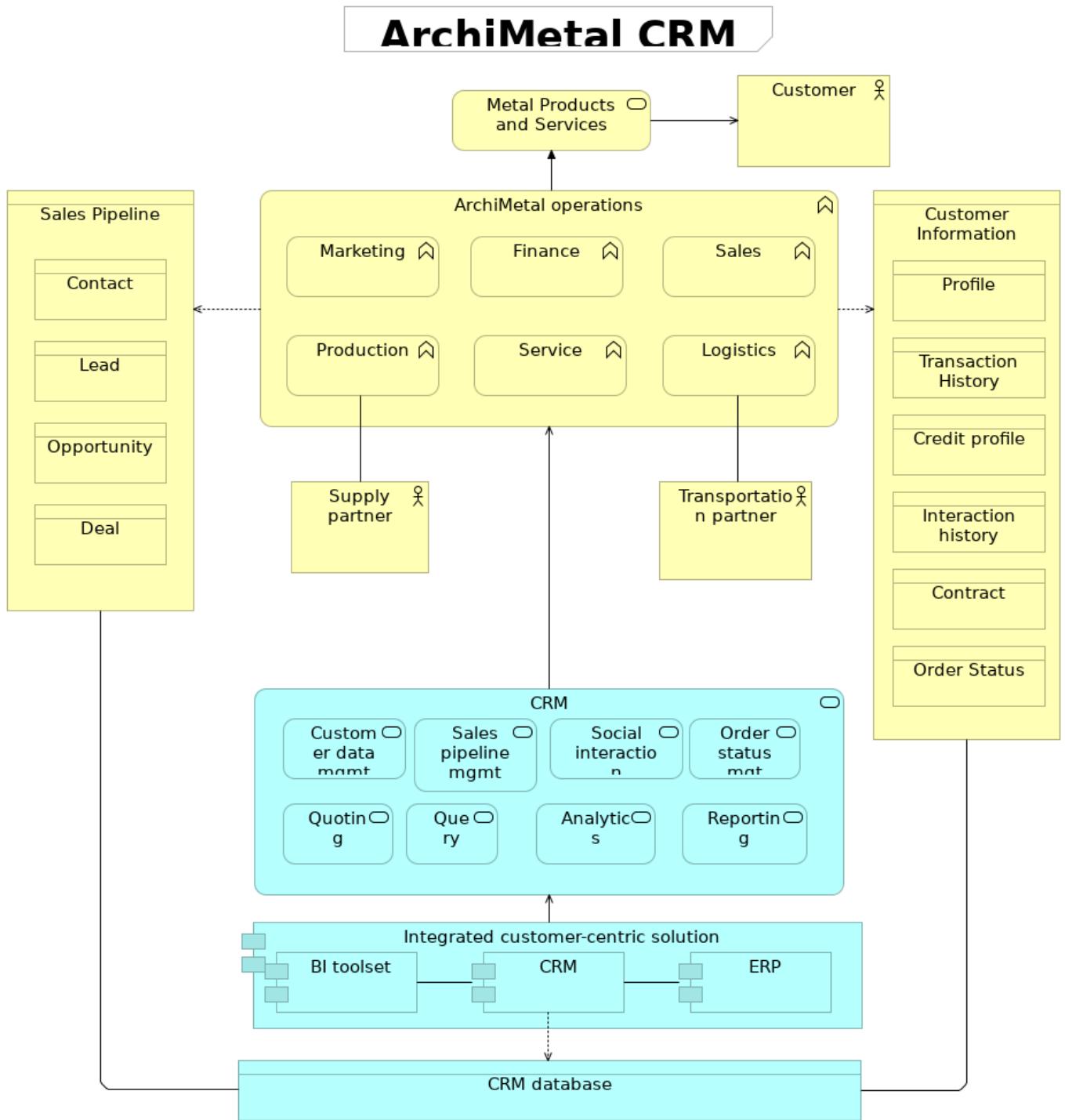


## Elements

Element	Type
Analyze exposure	Business Process
Approve credit	Business Process
Approve credit risk assessment	Business Process
Credit risk assessment	Business Process
Credit risk policy	Business Object
Customer credit profile	Business Object
Customer data	Business Object
Customer risk assessment service	Business Service
DC Benelux	Business Role
HQ	Business Role
Initial assessment	Business Process
New customer order	Business Event
Order assessment	Business Object
Order data	Business Object
Verify total exposure to customer	Business Process

# Vision

No viewpoint



## Elements

Element	Type
Analytics	Application Service
ArchiMetal operations	Business Function
BI toolset	Application Component
Contact	Business Object
Contract	Business Object

<b>Element</b>	<b>Type</b>
Credit profile	Business Object
CRM	Application Service
CRM	Application Component
CRM database	Data Object
Customer	Business Actor
Customer data mgmt	Application Service
Customer Information	Business Object
Deal	Business Object
ERP	Application Component
Finance	Business Function
Integrated customer-centric solution	Application Component
Interaction history	Business Object
Lead	Business Object
Logistics	Business Function
Marketing	Business Function
Metal Products and Services	Business Service
Opportunity	Business Object
Order Status	Business Object
Order status mgt	Application Service
Production	Business Function
Profile	Business Object
Query	Application Service
Quoting	Application Service
Reporting	Application Service
Sales	Business Function
Sales Pipeline	Business Object
Sales pipeline mgmt	Application Service
Service	Business Function
Social interaction	Application Service
Supply partner	Business Actor
Transaction History	Business Object
Transportation partner	Business Actor

# Business Layer

Accept order

Type	Business Process
------	------------------

Accept proposal

Type	Business Process
------	------------------

Accepted proposal

Type	Business Object
------	-----------------

Account manager

Type	Business Role
------	---------------

Activate delivery schedule

Type	Business Process
------	------------------

Activate plan

Type	Business Process
------	------------------

Add new equipment

Type	Business Object
------	-----------------

Add new production schedule

Type	Business Object
------	-----------------

Analyze

Type	Business Process
------	------------------

Analyze exposure

Type	Business Process
------	------------------

Approve

Type	Business Process
------	------------------

Approve assessment

Type	Business Process
------	------------------

Approve credit

Type	Business Process
------	------------------

Approve credit risk assessment

Type	Business Process
------	------------------

Approve customer

Type	Business Process
------	------------------

Approve customer data

Type	Business Process
------	------------------

ArchiBuilder

Type	Business Actor
------	----------------

ArchiMetal

Type	Business Actor
------	----------------

ArchiMetal operations

Type	Business Function
------	-------------------

Ask for customer risk assessment

Type	Business Process
------	------------------

Ask for order risk assessment

Type	Business Process
------	------------------

Assessment

Type	Business Object
------	-----------------

Bank

Type	Business Role
------	---------------

Batch operations

Type	Business Function
------	-------------------

Bulk order data

Type	Business Object
------	-----------------

Bulk order feedback

Type	Business Event
------	----------------

Business actor

Type	Business Actor
------	----------------

Business actor (4)

Type	Business Actor
------	----------------

## Business Collaboration

Type	Business Collaboration
------	------------------------

## Business function

Type	Business Function
------	-------------------

## Business function

Type	Business Function
------	-------------------

## Business function (2)

Type	Business Function
------	-------------------

## Business function (2)

Type	Business Function
------	-------------------

## Business function (3)

Type	Business Function
------	-------------------

## Business function (4)

Type	Business Function
------	-------------------

## Business function (5)

Type	Business Function
------	-------------------

## Business intelligence analysis

Type	Business Actor
------	----------------

## Business Object

Type	Business Object
------	-----------------

## Business object

Type	Business Object
------	-----------------

## Business object (2)

Type	Business Object
------	-----------------

## Business object (3)

Type	Business Object
------	-----------------

## Business object (4)

Type	Business Object
------	-----------------

## Business object (5)

Type	Business Object
------	-----------------

## Business object (6)

Type	Business Object
------	-----------------

## Business object (7)

Type	Business Object
------	-----------------

## Business process

Type	Business Process
------	------------------

## Business process (2)

Type	Business Process
------	------------------

## Business process (3)

Type	Business Process
------	------------------

## Business process 1

Type	Business Process
------	------------------

## Business process 2

Type	Business Process
------	------------------

## Business role (3)

Type	Business Role
------	---------------

## Business role (4)

Type	Business Role
------	---------------

## Business service

Type	Business Service
------	------------------

## Business service (2)

Type	Business Service
------	------------------

## Cancelled Order

Type	Business Object
------	-----------------

## Change order

Type	Business Object
------	-----------------

Check availability

Type	Business Process
------	------------------

Commercial

Type	Business Function
------	-------------------

Commercial

Type	Business Actor
------	----------------

Complete

Type	Business Process
------	------------------

Contact

Type	Business Object
------	-----------------

Contact

Type	Business Actor
------	----------------

Contact center agent

Type	Business Actor
------	----------------

Continuous operations

Type	Business Function
------	-------------------

Contract

Type	Business Object
------	-----------------

Contract

Type	Representation
------	----------------

Contract data

Type	Business Object
------	-----------------

Contract in place

Type	Business Event
------	----------------

Control functional integration

Type	Business Service
------	------------------

Control: Maintenance Management

Type	Business Function
------	-------------------

## Control: Manufacturing Operations & Control business functions

Type	Business Function
------	-------------------

### Control: Material and Energy Control

Type	Business Function
------	-------------------

### Control: Product Inventory Control

Type	Business Function
------	-------------------

### Control: Production Control

Type	Business Function
------	-------------------

### Control: Production Scheduling (Local)

Type	Business Function
------	-------------------

### Control: quality assurance

Type	Business Function
------	-------------------

### Create bulk order

Type	Business Process
------	------------------

### Create customer credit profile

Type	Business Process
------	------------------

### Create order

Type	Business Process
------	------------------

### Create production order

Type	Business Process
------	------------------

### Create shipping order

Type	Business Process
------	------------------

### Credit

Type	Business Function
------	-------------------

### Credit

Type	Business Actor
------	----------------

### Credit profile

Type	Business Object
------	-----------------

## Credit risk assessment

Type	Business Process
------	------------------

## Credit risk policy

Type	Business Object
------	-----------------

## Credit specialist

Type	Business Role
------	---------------

## Customer

Type	Business Role
------	---------------

## Customer

Type	Business Object
------	-----------------

## Customer

Type	Business Actor
------	----------------

## Customer approval service

Type	Business Service
------	------------------

## Customer Contact

Type	Business Actor
------	----------------

## Customer credit profile

Type	Business Object
------	-----------------

## Customer data

Type	Business Object
------	-----------------

## Customer Information

Type	Business Object
------	-----------------

## Customer order

Type	Business Event
------	----------------

## Customer order data

Type	Business Object
------	-----------------

## Customer order registered

Type	Business Event
------	----------------

## Customer order update

Type	Business Event
------	----------------

## Customer relations

Type	Business Actor
------	----------------

## Customer relationship management

Type	Business Function
------	-------------------

## Customer representative

Type	Business Role
------	---------------

## Customer risk assessment service

Type	Business Service
------	------------------

## Customer service

Type	Business Actor
------	----------------

## Customer signature

Type	Business Object
------	-----------------

## Day end

Type	Business Event
------	----------------

## DC Benelux

Type	Business Role
------	---------------

## DC Benelux

Type	Business Actor
------	----------------

## DC Customer relations

Type	Business Function
------	-------------------

## DC East Europe

Type	Business Actor
------	----------------

## DC order data

Type	Business Object
------	-----------------

## DC Spain

Type	Business Actor
------	----------------

## DCFinance

Type	Business Function
------	-------------------

## Deal

Type	Business Object
------	-----------------

## Define credit limit

Type	Business Process
------	------------------

## Define payment terms

Type	Business Process
------	------------------

## Define pricing policy

Type	Business Process
------	------------------

## Delivery service

Type	Business Service
------	------------------

## Design

Type	Business Process
------	------------------

## Detailed production scheduling

Type	Business Function
------	-------------------

## Develop approved proposal

Type	Business Process
------	------------------

## Develop contract

Type	Business Process
------	------------------

## Develop contract service

Type	Business Service
------	------------------

## Distribution

Type	Business Function
------	-------------------

## Distribution

Type	Business Actor
------	----------------

## Distribution center

Type	Business Role
------	---------------

## Distributor data

Type	Business Object
------	-----------------

## EDI

Type	Representation
------	----------------

## Enter order

Type	Business Process
------	------------------

## Enterprise

Type	Business Actor
------	----------------

## Enterprise functional integration

Type	Business Service
------	------------------

## Enterprise Functions

Type	Business Function
------	-------------------

## Enterprise-control functional interface

Type	Business Interface
------	--------------------

## Enterprise: Business Planning & Logistics business functions

Type	Business Function
------	-------------------

## Enterprise: Customer Service

Type	Business Function
------	-------------------

## Enterprise: Maintenance Management

Type	Business Function
------	-------------------

## Enterprise: Marketing & Sales

Type	Business Function
------	-------------------

## Enterprise: Material and Energy Control

Type	Business Function
------	-------------------

## Enterprise: Order Processing

Type	Business Function
------	-------------------

## Enterprise: Procurement

Type	Business Function
------	-------------------

## Enterprise: Product Cost Accounting

Type	Business Function
------	-------------------

## Enterprise: Product Inventory Control

Type	Business Function
------	-------------------

## Enterprise: Product Shipping Admin

Type	Business Function
------	-------------------

## Enterprise: Production Scheduling (Global)

Type	Business Function
------	-------------------

## Enterprise: Quality Assurance

Type	Business Function
------	-------------------

## Enterprise: Research, Development & Engineering

Type	Business Function
------	-------------------

## Evaluate credit

Type	Business Process
------	------------------

## Evaluate credit risk

Type	Business Process
------	------------------

## Evaluate customer credit

Type	Business Process
------	------------------

## Finance

Type	Business Function
------	-------------------

## Finance

Type	Business Actor
------	----------------

## Head of manufacturing

Type	Business Actor
------	----------------

## Head of sales

Type	Business Actor
------	----------------

## HQ

Type	Business Role
------	---------------

HQ

Type	Business Actor
------	----------------

HQ customer assessment service

Type	Business Service
------	------------------

HR

Type	Business Actor
------	----------------

Inform customer

Type	Business Process
------	------------------

Inform customer

Type	Business Process
------	------------------

Inform customer on order

Type	Business Process
------	------------------

Inform DCs

Type	Business Process
------	------------------

Initial assessment

Type	Business Process
------	------------------

Initial profile assessment

Type	Business Process
------	------------------

Inquiry

Type	Business Event
------	----------------

Interaction history

Type	Business Object
------	-----------------

Inventory data

Type	Business Object
------	-----------------

Invoicing

Type	Business Process
------	------------------

Invoicing service

Type	Business Service
------	------------------

Lead

Type	Business Actor
------	----------------

Lead

Type	Business Object
------	-----------------

Level 0-2 functions

Type	Business Function
------	-------------------

Logistics

Type	Business Actor
------	----------------

Logistics

Type	Business Function
------	-------------------

Logistics Partner

Type	Business Actor
------	----------------

Logistics planner

Type	Business Role
------	---------------

Logistics planner

Type	Business Actor
------	----------------

Manufacturing engineer

Type	Business Actor
------	----------------

Manufacturing engineer

Type	Business Role
------	---------------

Manufacturing planner

Type	Business Actor
------	----------------

Marketing

Type	Business Actor
------	----------------

Marketing

Type	Business Function
------	-------------------

Metal Products and Services

Type	Business Service
------	------------------

New customer order

Type	Business Event
------	----------------

New customer registered

Type	Business Event
------	----------------

New equipment confirmation

Type	Business Object
------	-----------------

New Order

Type	Business Object
------	-----------------

New order received

Type	Business Event
------	----------------

New schedule acceptance

Type	Business Object
------	-----------------

Opportunity

Type	Business Object
------	-----------------

Opportunity

Type	Business Actor
------	----------------

Order

Type	Business Object
------	-----------------

Order assessment

Type	Business Object
------	-----------------

Order data

Type	Business Object
------	-----------------

Order History

Type	Business Object
------	-----------------

Order information service

Type	Business Service
------	------------------

Order registration service

Type	Business Service
------	------------------

## Order Status

Type	Business Object
------	-----------------

PC

Type	Business Role
------	---------------

## Plan manufacturing

Type	Business Process
------	------------------

## Plan order

Type	Business Process
------	------------------

## Prepare notification message

Type	Business Process
------	------------------

## Prepare production line

Type	Business Process
------	------------------

## Present proposal

Type	Business Process
------	------------------

## Price

Type	Business Process
------	------------------

## Pricing policy

Type	Business Object
------	-----------------

## Process customer order

Type	Business Process
------	------------------

## Process DC order

Type	Business Process
------	------------------

## Process segment capability

Type	Business Object
------	-----------------

## Procurement

Type	Business Function
------	-------------------

## Procurement

Type	Business Actor
------	----------------

## Produce order

Type	Business Process
------	------------------

## Product data

Type	Business Object
------	-----------------

## Product Definition

Type	Business Object
------	-----------------

## Product definition management

Type	Business Function
------	-------------------

## Product segment

Type	Business Object
------	-----------------

## Production

Type	Business Actor
------	----------------

## Production

Type	Business Function
------	-------------------

## Production

Type	Business Function
------	-------------------

## Production Capability

Type	Business Object
------	-----------------

## Production capability

Type	Business Object
------	-----------------

## Production center

Type	Business Actor
------	----------------

## Production center

Type	Business Role
------	---------------

## Production Confirmation

Type	Business Object
------	-----------------

## Production data collection

Type	Business Function
------	-------------------

## Production dispatching

Type	Business Function
------	-------------------

## Production execution management

Type	Business Function
------	-------------------

## Production manager

Type	Business Role
------	---------------

## Production order data

Type	Business Object
------	-----------------

## Production performance

Type	Business Object
------	-----------------

## Production Performance

Type	Business Object
------	-----------------

## Production performance analysis

Type	Business Function
------	-------------------

## Production planner

Type	Business Role
------	---------------

## Production request

Type	Business Object
------	-----------------

## Production Requirement

Type	Business Object
------	-----------------

## Production resource management

Type	Business Function
------	-------------------

## Production response

Type	Business Object
------	-----------------

## Production rule

Type	Business Object
------	-----------------

## Production schedule

Type	Business Object
------	-----------------

## Production Schedule

Type	Business Object
------	-----------------

## Production Schedule (Cell/Unit/Line-Specific)

Type	Business Object
------	-----------------

## Production Schedule Update (Site/Area-Specific)

Type	Business Object
------	-----------------

## Production status

Type	Business Object
------	-----------------

## Production status request

Type	Business Object
------	-----------------

## Production tracking

Type	Business Function
------	-------------------

## Profile

Type	Business Object
------	-----------------

## Proposal specialist

Type	Business Role
------	---------------

## Purchasing agent

Type	Business Actor
------	----------------

## QualityMgt

Type	Business Actor
------	----------------

## Ready production line

Type	Business Process
------	------------------

## Receive

Type	Business Process
------	------------------

## Register customer

Type	Business Process
------	------------------

## Register DC order

Type	Business Process
------	------------------

Register order

Type	Business Process
------	------------------

Repetitive or discrete operations

Type	Business Function
------	-------------------

Reprice old order

Type	Business Process
------	------------------

Sales

Type	Business Actor
------	----------------

Sales

Type	Business Function
------	-------------------

Sales manager

Type	Business Role
------	---------------

Sales manager

Type	Business Actor
------	----------------

Sales Pipeline

Type	Business Object
------	-----------------

Sales professional

Type	Business Actor
------	----------------

Sales representative

Type	Business Role
------	---------------

Schedule

Type	Business Process
------	------------------

Schedule Confirmation (Global)

Type	Business Object
------	-----------------

Schedule Confirmation (Local)

Type	Business Object
------	-----------------

Schedule revision

Type	Business Object
------	-----------------

## Schedule revision confirmation

Type	Business Object
------	-----------------

## Segment requirement

Type	Business Object
------	-----------------

## Segment response

Type	Business Object
------	-----------------

## Send delivery orders

Type	Business Process
------	------------------

## Send notification to customer

Type	Business Process
------	------------------

## Send to customer

Type	Business Process
------	------------------

## Service

Type	Business Function
------	-------------------

## Service professional

Type	Business Actor
------	----------------

## Shipping

Type	Business Process
------	------------------

## Shipping order data

Type	Business Object
------	-----------------

## Supplier

Type	Business Actor
------	----------------

## Supply partner

Type	Business Actor
------	----------------

## Track customer order

Type	Business Process
------	------------------

## Transaction History

Type	Business Object
------	-----------------

Transmit orders

Type	Business Process
------	------------------

Transmit to production

Type	Business Process
------	------------------

Transportation company

Type	Business Actor
------	----------------

Transportation partner

Type	Business Actor
------	----------------

Update customer order

Type	Business Process
------	------------------

Update DC order

Type	Business Process
------	------------------

Verify total exposure to customer

Type	Business Process
------	------------------

Warehousing

Type	Business Function
------	-------------------

# Application Layer

## ACKNOWLEDGE

Type	Data Object
------	-------------

## ACKNOWLEDGE

Type	Data Object
------	-------------

## ACKNOWLEDGE - ACCEPTED

Type	Data Object
------	-------------

## Acquisition

Type	Application Function
------	----------------------

## Acquisition: Social

Type	Application Function
------	----------------------

## Analytics

Type	Application Service
------	---------------------

## Analytics and reporting

Type	Application Component
------	-----------------------

## Application component

Type	Application Component
------	-----------------------

## Application component (2)

Type	Application Component
------	-----------------------

## Application component (3)

Type	Application Component
------	-----------------------

## Application component (4)

Type	Application Component
------	-----------------------

## Application service

Type	Application Service
------	---------------------

## Application service (2)

Type	Application Service
------	---------------------

## Application service (3)

Type	Application Service
------	---------------------

## Assess customer risk

Type	Application Interaction
------	-------------------------

## BI toolset

Type	Application Component
------	-----------------------

## Billing

Type	Application Function
------	----------------------

## Bulk order creation service

Type	Application Service
------	---------------------

## Bulk order transmission service

Type	Application Service
------	---------------------

## CANCEL

Type	Data Object
------	-------------

## CHANGE

Type	Data Object
------	-------------

## Change made

Type	Data Object
------	-------------

## Change requested

Type	Data Object
------	-------------

## CONFIRM

Type	Data Object
------	-------------

## Contract creating service

Type	Application Service
------	---------------------

## Contract creation service

Type	Application Service
------	---------------------

## Contract printing service

Type	Application Service
------	---------------------

## Contracts component

Type	Application Component
------	-----------------------

Control application functions

Type	Application Function
------	----------------------

Control application Integration

Type	Application Service
------	---------------------

Control: Maintenance Management

Type	Application Function
------	----------------------

Control: Material and Energy Control

Type	Application Function
------	----------------------

Control: Product Inventory Control

Type	Application Function
------	----------------------

Control: Production Control

Type	Application Function
------	----------------------

Control: Production Scheduling (Local)

Type	Application Function
------	----------------------

Control: quality assurance

Type	Application Function
------	----------------------

Create customer contract

Type	Application Interaction
------	-------------------------

CRM

Type	Application Function
------	----------------------

CRM

Type	Application Component
------	-----------------------

CRM

Type	Application Service
------	---------------------

CRM database

Type	Data Object
------	-------------

CRM system

Type	Application Component
------	-----------------------

## Cross-functional customer analytics

Type	Application Function
------	----------------------

## Customer administration service

Type	Application Service
------	---------------------

## Customer contract

Type	Application Collaboration
------	---------------------------

## Customer credit analysis service

Type	Application Service
------	---------------------

## Customer data component

Type	Application Component
------	-----------------------

## Customer data management application

Type	Application Component
------	-----------------------

### Customer data management application

## Customer data mgmt

Type	Application Service
------	---------------------

## Customer information service

Type	Application Service
------	---------------------

## Customer order administration service

Type	Application Service
------	---------------------

## Customer order history information service

Type	Application Service
------	---------------------

## Customer order monitoring application

Type	Application Component
------	-----------------------

## Customer order notifications component

Type	Application Component
------	-----------------------

## Customer order status

Type	Application Collaboration
------	---------------------------

## Customer order tracking service

Type	Application Service
------	---------------------

## Customer risk assessment

Type	Application Collaboration
------	---------------------------

## Customer risk interface

Type	Application Interface
------	-----------------------

## Data management

Type	Application Function
------	----------------------

## Data object

Type	Data Object
------	-------------

## Data object (10)

Type	Data Object
------	-------------

## Data object (2)

Type	Data Object
------	-------------

## Data object (3)

Type	Data Object
------	-------------

## Data object (4)

Type	Data Object
------	-------------

## Data object (5)

Type	Data Object
------	-------------

## Data object (7)

Type	Data Object
------	-------------

## Data object (8)

Type	Data Object
------	-------------

## Data object (9)

Type	Data Object
------	-------------

## DC order administration service

Type	Application Service
------	---------------------

## DC order management

Type	Application Component
------	-----------------------

### DC order management

## DC orders registration service

Type	Application Service
------	---------------------

## DC orders statuses service

Type	Application Service
------	---------------------

## DC Shipping application

Type	Application Component
------	-----------------------

## Deployment

Type	Application Function
------	----------------------

## Distributers invoicing

Type	Application Component
------	-----------------------

| Distributers invoicing

## Distributor information service

Type	Application Service
------	---------------------

## Distributors management

Type	Application Component
------	-----------------------

| Distributors management

## EAI bus

Type	Application Component
------	-----------------------

## Enterprise application functions

Type	Application Function
------	----------------------

## Enterprise application integration

Type	Application Service
------	---------------------

## Enterprise-control application interface

Type	Application Interface
------	-----------------------

## Enterprise: Customer Service

Type	Application Function
------	----------------------

## Enterprise: Maintenance Management

Type	Application Function
------	----------------------

## Enterprise: Marketing & Sales

Type	Application Function
------	----------------------

## Enterprise: Material and Energy Control

Type	Application Function
------	----------------------

## Enterprise: Order Processing

Type	Application Function
------	----------------------

## Enterprise: Procurement

Type	Application Function
------	----------------------

## Enterprise: Product Cost Accounting

Type	Application Function
------	----------------------

## Enterprise: Product Inventory Control

Type	Application Function
------	----------------------

## Enterprise: Product Shipping Admin

Type	Application Function
------	----------------------

## Enterprise: Production Scheduling (Global)

Type	Application Function
------	----------------------

## Enterprise: Quality Assurance

Type	Application Function
------	----------------------

## Enterprise: Research, Development & Engineering

Type	Application Function
------	----------------------

## ERP

Type	Application Component
------	-----------------------

| ERP

## ERP

Type	Application Service
------	---------------------

## ERP application

Type	Application Component
------	-----------------------

## Field service management

Type	Application Function
------	----------------------

## Final warehouse

Type	Application Component
------	-----------------------

## Financial

Type	Application Component
------	-----------------------

## Financial application

Type	Application Component
------	-----------------------

## Financial application

Type	Application Component
------	-----------------------

### Financial application

## Financial application HQ

Type	Application Component
------	-----------------------

## Foundational

Type	Application Function
------	----------------------

## GET

Type	Data Object
------	-------------

## Infrastructure

Type	Application Function
------	----------------------

## Integrated customer-centric solution

Type	Application Component
------	-----------------------

## Inventory

Type	Application Component
------	-----------------------

## Invoicing (Distributors)

Type	Application Component
------	-----------------------

## Invoicing application

Type	Application Component
------	-----------------------

### Invoicing application

## Logistics module

Type	Application Component
------	-----------------------

## Manufacturing execution systems

Type	Application Collaboration
------	---------------------------

## Materials management

Type	Application Component
------	-----------------------

## New equipment ID

Type	Data Object
------	-------------

## New equipment requested

Type	Data Object
------	-------------

## New schedule

Type	Data Object
------	-------------

## New schedule ID

Type	Data Object
------	-------------

## Order administration service

Type	Application Service
------	---------------------

## Order management application

Type	Application Component
------	-----------------------

### Order management application

## Order management component

Type	Application Component
------	-----------------------

## Order status mgt

Type	Application Service
------	---------------------

## Planning Module

Type	Application Component
------	-----------------------

## PROCESS

Type	Data Object
------	-------------

## PROCESS

Type	Data Object
------	-------------

## Product availability consultation

Type	Application Service
------	---------------------

## Production order creation service

Type	Application Service
------	---------------------

## Production planning

Type	Application Component
------	-----------------------

## Production schedule revision

Type	Data Object
------	-------------

## Production schedule revision confirmation

Type	Data Object
------	-------------

## Production scheduling

Type	Application Component
------	-----------------------

## PUBLISH message

Type	Data Object
------	-------------

## PULL message

Type	Data Object
------	-------------

## PUSH message

Type	Data Object
------	-------------

## Query

Type	Application Service
------	---------------------

## Quoting

Type	Application Service
------	---------------------

## Reporting

Type	Application Service
------	---------------------

## Resource actual

Type	Data Object
------	-------------

## Resource actual property

Type	Data Object
------	-------------

## Resource capability

Type	Data Object
------	-------------

## Resource capability property

Type	Data Object
------	-------------

## Resource requirement

Type	Data Object
------	-------------

## Resource requirement property

Type	Data Object
------	-------------

## Resource segment capability

Type	Data Object
------	-------------

## Resource segment capability property

Type	Data Object
------	-------------

## Resource specification

Type	Data Object
------	-------------

## Resource specification property

Type	Data Object
------	-------------

## RESPOND

Type	Data Object
------	-------------

## Retention

Type	Application Function
------	----------------------

## Retention: Social

Type	Application Function
------	----------------------

## Sales analytics

Type	Application Function
------	----------------------

## Sales management

Type	Application Function
------	----------------------

## Sales pipeline mgmt

Type	Application Service
------	---------------------

## Salesforce automation

Type	Application Function
------	----------------------

## Service & support productivity

Type	Application Function
------	----------------------

### Shipping application

Type	Application Component
------	-----------------------

#### Shipping application

### Shipping order creation service

Type	Application Service
------	---------------------

### SHOW

Type	Data Object
------	-------------

### Social interaction

Type	Application Service
------	---------------------

### Status

Type	Data Object
------	-------------

### Status requested

Type	Data Object
------	-------------

### SYNC ADD

Type	Data Object
------	-------------

### SYNC CHANGE

Type	Data Object
------	-------------

### SYNC DELETE

Type	Data Object
------	-------------

### Total customer debt

Type	Application Collaboration
------	---------------------------

### Total customer debt information service

Type	Application Service
------	---------------------

### Understanding

Type	Application Function
------	----------------------

### Verb: CONFIRM

Type	Data Object
------	-------------

## Verb: SYNC CHANGE

Type	Data Object
------	-------------

Verify customer exposure service

Type	Application Service
------	---------------------

Web customer Service

Type	Application Function
------	----------------------

# Technology & Physical Layer

AIX

Type	System Software
------	-----------------

Application server

Type	Node
------	------

Authentication & Authorization

Type	Technology Function
------	---------------------

Database service

Type	Technology Service
------	--------------------

DBMS

Type	System Software
------	-----------------

Hardware

Type	Device
------	--------

Hardware device

Type	Device
------	--------

LAN

Type	Communication Network
------	-----------------------

Language service

Type	Technology Service
------	--------------------

Mainframe

Type	Node
------	------

Message Queuing

Type	System Software
------	-----------------

Messaging service

Type	Technology Service
------	--------------------

Network service

Type	Technology Service
------	--------------------

Operating system

Type	System Software
------	-----------------

## Partition 1

Type	Node
------	------

## Partition 2

Type	Node
------	------

## Process cell controller

Type	Node
------	------

## Process cell unit controller

Type	Node
------	------

## Production line controller

Type	Node
------	------

## Production unit controller

Type	Node
------	------

## Server

Type	Device
------	--------

## UNIX Servers

Type	Node
------	------

## Work cell controller

Type	Node
------	------

# Motivation

## Assessment

Type	Assessment
------	------------

Average revenue per customer is too low

Type	Assessment
------	------------

## Builder

Type	Stakeholder
------	-------------

Building products manufacturer

Type	Stakeholder
------	-------------

## Business Goal

Type	Goal
------	------

Business performance

Type	Driver
------	--------

Complete and correct order fullfilment

Type	Driver
------	--------

Complete building

Type	Goal
------	------

Create innovative customer services

Type	Requirement
------	-------------

Customer data integration and standardisation

Type	Requirement
------	-------------

Customer Retention

Type	Goal
------	------

Customer satisfaction

Type	Driver
------	--------

Design still valid

Type	Assessment
------	------------

Enhance sales risk management

Type	Requirement
------	-------------

Improve client profiling

Type	Goal
------	------

Improve customer relationship management

Type	Goal
------	------

Improve marketing/service strategy

Type	Goal
------	------

Improve Profitability

Type	Goal
------	------

Increase coordination between sales and production processes

Type	Goal
------	------

Increase data transparency

Type	Goal
------	------

Increase sales processes coordination

Type	Goal
------	------

Inefficient order fulfilment

Type	Assessment
------	------------

Innovate customer services

Type	Goal
------	------

IT Goal

Type	Goal
------	------

Lack of global and consistent view over customer

Type	Assessment
------	------------

Lead time to customer too long

Type	Assessment
------	------------

Management

Type	Stakeholder
------	-------------

Manufacture beams

Type	Goal
------	------

## Market pressure on service innovation

Type	Assessment
------	------------

Maximization of average revenue per customer

Type	Goal
------	------

No sales forecasting and customer history analysis possible

Type	Assessment
------	------------

Obtain beams

Type	Goal
------	------

On-time delivery

Type	Driver
------	--------

Optimize order handling

Type	Goal
------	------

Optimize processes

Type	Goal
------	------

Order already designed and priced

Type	Assessment
------	------------

Price out-of-date

Type	Assessment
------	------------

Service quality

Type	Driver
------	--------

Share unified customer data across sales processes

Type	Requirement
------	-------------

Stakeholder

Type	Stakeholder
------	-------------

Stop bulk-order system

Type	Requirement
------	-------------

Suboptimal client profiling

Type	Assessment
------	------------

## Suboptimal sales processes

Type	Assessment
------	------------

### Timely order fulfilment

Type	Driver
------	--------

### Too many late order fullfilments

Type	Assessment
------	------------

### Underdevelopped customer relationship

Type	Assessment
------	------------

### Unified customer order view company-wide

Type	Requirement
------	-------------

### Unified view of customer company-wide

Type	Requirement
------	-------------

# Implementation and Migration

Baseline 2013

Type	Plateau
------	---------

Business project

Type	Work Package
------	--------------

Business Transformation Project

Type	Work Package
------	--------------

CRM project

Type	Work Package
------	--------------

CRM transformation

Type	Work Package
------	--------------

CRM transformation program

Type	Work Package
------	--------------

Current state

Type	Plateau
------	---------

Customer order monitoring project

Type	Work Package
------	--------------

Deployed CRM application

Type	Deliverable
------	-------------

Deployed Customer order monitoring application

Type	Deliverable
------	-------------

Deployed hardware

Type	Deliverable
------	-------------

Gap Baseline - Transition architecture

Type	Gap
------	-----

Gap transition architecture - Target architecture

Type	Gap
------	-----

IT Development Project

Type	Work Package
------	--------------

## Project CRM system

Type	Work Package
------	--------------

## Redesigned business processes

Type	Deliverable
------	-------------

## Redesigned business processes

Type	Deliverable
------	-------------

## Redeveloped application interfaces

Type	Deliverable
------	-------------

## Revised business processes

Type	Deliverable
------	-------------

## Target architecture 2015

Type	Plateau
------	---------

## Target state

Type	Plateau
------	---------

## Transition architecture 2014

Type	Plateau
------	---------

## Transition state

Type	Plateau
------	---------

## Work package

Type	Work Package
------	--------------

## Work package (2)

Type	Work Package
------	--------------

# Other

Area

Type	Location

Junction

Type	Junction

Junction

Type	Junction

Process cell

Type	Location

Production line

Type	Location

Production unit

Type	Location

Site

Type	Location

Unit

Type	Location

Work cell

Type	Location

# Relations

## Association relation

Type	Association relation
Source	LAN
Target	Mainframe

## Association relation

Type	Association relation
Source	LAN
Target	UNIX Servers

## Serving relation

Type	Serving relation
Source	Integrated customer-centric solution
Target	CRM

## Composition relation

Type	Composition relation
Source	Retention
Target	Service & support productivity

## Flow relation

Type	Flow relation
Source	ERP
Target	Production scheduling

## Composition relation

Type	Composition relation
Source	Infrastructure
Target	Foundational

## Association relation

Type	Association relation
Source	Resource actual
Target	Resource requirement

## Realization relation

Type	Realization relation
Source	CRM system
Target	Contract printing service

## Flow relation

Type	Flow relation
------	---------------

<b>Source</b>	ERP
<b>Target</b>	EAI bus

### Serving relation

<b>Type</b>	Serving relation
<b>Source</b>	Control application functions
<b>Target</b>	Control: Manufacturing Operations & Control business functions

### Serving relation

<b>Type</b>	Serving relation
<b>Source</b>	CRM system
<b>Target</b>	Process customer order

### Serving relation

<b>Type</b>	Serving relation
<b>Source</b>	Enterprise: Material and Energy Control
<b>Target</b>	Enterprise: Material and Energy Control

### Flow relation

<b>Type</b>	Flow relation
<b>Source</b>	ERP application
<b>Target</b>	Production scheduling

### Composition relation

<b>Type</b>	Composition relation
<b>Source</b>	Understanding
<b>Target</b>	Cross-functional customer analytics

### Aggregation relation

<b>Type</b>	Aggregation relation
<b>Source</b>	Total customer debt
<b>Target</b>	EAI bus

### Realization relation

<b>Type</b>	Realization relation
<b>Source</b>	DC order management
<b>Target</b>	DC orders registration service

### Realization relation

<b>Type</b>	Realization relation
<b>Source</b>	EAI bus
<b>Target</b>	Distributor information service

## Composition relation

Type	Composition relation
Source	CRM
Target	Understanding

## Association relation

Type	Association relation
Source	Resource requirement property
Target	Resource specification property

## Serving relation

Type	Serving relation
Source	Shipping application
Target	DC Benelux

## Realization relation

Type	Realization relation
Source	CRM system
Target	Contract creating service

## Serving relation

Type	Serving relation
Source	Acquisition
Target	Enterprise: Marketing & Sales

## Flow relation

Type	Flow relation
Source	CRM system
Target	EAI bus

## Serving relation

Type	Serving relation
Source	Control: quality assurance
Target	Control: quality assurance

## Association relation

Type	Association relation
Source	Customer data component
Target	Customer risk assessment

## Assignment relation

Type	Assignment relation
Source	Customer data management application
Target	Customer relationship management

## Realization relation

Type	Realization relation
Source	ERP application
Target	Product availability consultation

## Serving relation

Type	Serving relation
Source	ERP application
Target	Process customer order

## Serving relation

Type	Serving relation
Source	ERP
Target	Activate plan

## Realization relation

Type	Realization relation
Source	Data object (7)
Target	Production status request

## Realization relation

Type	Realization relation
Source	Data object (5)
Target	Add new production schedule

## Composition relation

Type	Composition relation
Source	Retention
Target	Retention: Social

## Serving relation

Type	Serving relation
Source	Financial application
Target	HQ

## Realization relation

Type	Realization relation
Source	Customer data management application
Target	Customer credit analysis service

## Realization relation

Type	Realization relation
Source	DC order management

<b>Target</b>	DC order administratoin service
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### Realization relation

<b>Type</b>	Realization relation
<b>Source</b>	EAI bus
<b>Target</b>	Product availability consultation

### Serving relation

<b>Type</b>	Serving relation
<b>Source</b>	Customer administration service
<b>Target</b>	Approve customer data

### Serving relation

<b>Type</b>	Serving relation
<b>Source</b>	Customer information service
<b>Target</b>	Customer order monitoring application

### Serving relation

<b>Type</b>	Serving relation
<b>Source</b>	Enterprise application integration
<b>Target</b>	Enterprise: Product Cost Accounting

### Composition relation

<b>Type</b>	Composition relation
<b>Source</b>	Retention
<b>Target</b>	Billing

### Access relation

<b>Type</b>	Access relation
<b>Source</b>	CRM
<b>Target</b>	CRM database

### Serving relation

<b>Type</b>	Serving relation
<b>Source</b>	CRM system
<b>Target</b>	Register order

### Serving relation

<b>Type</b>	Serving relation
<b>Source</b>	Enterprise application integration
<b>Target</b>	Enterprise: Order Processing

### Assignment relation

<b>Type</b>	Assignment relation
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<b>Source</b>	Distributors invoicing
<b>Target</b>	Sales

### Realization relation

<b>Type</b>	Realization relation
<b>Source</b>	Resource segment capability
<b>Target</b>	Process segment capability

### Serving relation

<b>Type</b>	Serving relation
<b>Source</b>	Understanding
<b>Target</b>	Enterprise: Marketing & Sales

### Serving relation

<b>Type</b>	Serving relation
<b>Source</b>	Customer administration service
<b>Target</b>	Define pricing policy

### Serving relation

<b>Type</b>	Serving relation
<b>Source</b>	Understanding
<b>Target</b>	Enterprise: Customer Service

### Serving relation

<b>Type</b>	Serving relation
<b>Source</b>	Enterprise: Procurement
<b>Target</b>	Enterprise: Procurement

### Realization relation

<b>Type</b>	Realization relation
<b>Source</b>	Create customer contract
<b>Target</b>	Contract creation service

### Serving relation

<b>Type</b>	Serving relation
<b>Source</b>	Contract printing service
<b>Target</b>	Send to customer

### Composition relation

<b>Type</b>	Composition relation
<b>Source</b>	ERP
<b>Target</b>	Logistics module

## Flow relation

Type	Flow relation
Source	DC Shipping application
Target	EAI bus

## Specialization relation

Type	Specialization relation
Source	SHOW
Target	PULL message

## Realization relation

Type	Realization relation
Source	Verb: CONFIRM
Target	Schedule Confirmation (Local)

## Serving relation

Type	Serving relation
Source	Enterprise application integration
Target	Enterprise: Customer Service

## Composition relation

Type	Composition relation
Source	Understanding
Target	Data management

## Serving relation

Type	Serving relation
Source	Customer credit analysis service
Target	Evaluate credit risk

## Flow relation

Type	Flow relation
Source	EAI bus
Target	Shipping application

## Serving relation

Type	Serving relation
Source	Control application Integration
Target	Control functional integration

## Realization relation

Type	Realization relation
Source	Customer data management application
Target	Contract creating service

## Serving relation

Type	Serving relation
Source	Enterprise: Production Scheduling (Global)
Target	Enterprise: Production Scheduling (Global)

## Serving relation

Type	Serving relation
Source	Distributors invoicing
Target	Production center

## Serving relation

Type	Serving relation
Source	Verify customer exposure service
Target	Verify total exposure to customer

## Flow relation

Type	Flow relation
Source	Financial application
Target	EAI bus

## Realization relation

Type	Realization relation
Source	Resource specification
Target	Product segment

## Realization relation

Type	Realization relation
Source	DC order management
Target	DC orders statuses service

## Realization relation

Type	Realization relation
Source	CRM system
Target	Order administration service

## Realization relation

Type	Realization relation
Source	Assess customer risk
Target	Customer credit analysis service

## Serving relation

Type	Serving relation
Source	Shipping order creation service

<b>Target</b>	Create shipping order
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### Flow relation

<b>Type</b>	Flow relation
<b>Source</b>	EAI bus
<b>Target</b>	Distributors management

### Flow relation

<b>Type</b>	Flow relation
<b>Source</b>	Shipping application
<b>Target</b>	EAI bus

### Serving relation

<b>Type</b>	Serving relation
<b>Source</b>	Contract creating service
<b>Target</b>	Accept proposal

### Serving relation

<b>Type</b>	Serving relation
<b>Source</b>	Enterprise: Product Cost Accounting
<b>Target</b>	Enterprise: Product Cost Accounting

### Realization relation

<b>Type</b>	Realization relation
<b>Source</b>	Order management application
<b>Target</b>	Customer order history information service

### Realization relation

<b>Type</b>	Realization relation
<b>Source</b>	PROCESS
<b>Target</b>	Add new equipment

### Serving relation

<b>Type</b>	Serving relation
<b>Source</b>	Enterprise application integration
<b>Target</b>	Enterprise functional integration

### Aggregation relation

<b>Type</b>	Aggregation relation
<b>Source</b>	Resource capability
<b>Target</b>	Resource capability property

### Realization relation

<b>Type</b>	Realization relation
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<b>Source</b>	Order management application
<b>Target</b>	Customer order administration service

### Aggregation relation

<b>Type</b>	Aggregation relation
<b>Source</b>	Resource requirement
<b>Target</b>	Resource requirement property

### Flow relation

<b>Type</b>	Flow relation
<b>Source</b>	CRM system
<b>Target</b>	EAI bus

### Assignment relation

<b>Type</b>	Assignment relation
<b>Source</b>	Invoicing application
<b>Target</b>	Commercial

### Flow relation

<b>Type</b>	Flow relation
<b>Source</b>	EAI bus
<b>Target</b>	DC order management

### Serving relation

<b>Type</b>	Serving relation
<b>Source</b>	ERP
<b>Target</b>	CRM

### Serving relation

<b>Type</b>	Serving relation
<b>Source</b>	Enterprise application functions
<b>Target</b>	Enterprise: Business Planning & Logistics business functions

### Aggregation relation

<b>Type</b>	Aggregation relation
<b>Source</b>	Resource segment capability
<b>Target</b>	Resource segment capability property

### Assignment relation

<b>Type</b>	Assignment relation
<b>Source</b>	DC order management
<b>Target</b>	Sales

## Association relation

Type	Association relation
Source	Customer risk assessment
Target	Financial application HQ

## Realization relation

Type	Realization relation
Source	EAI bus
Target	Production order creation service

## Realization relation

Type	Realization relation
Source	Data object (8)
Target	Production status

## Realization relation

Type	Realization relation
Source	Customer order status
Target	Customer information service

## Flow relation

Type	Flow relation
Source	EAI bus
Target	Customer data management application

## Assignment relation

Type	Assignment relation
Source	Financial application
Target	Finance

## Serving relation

Type	Serving relation
Source	DC order administratoin service
Target	Update DC order

## Serving relation

Type	Serving relation
Source	Order administration service
Target	Create order

## Serving relation

Type	Serving relation
Source	Enterprise application integration
Target	Enterprise: Product Inventory Control

## Association relation

Type	Association relation
Source	Resource segment capability
Target	Resource capability

## Flow relation

Type	Flow relation
Source	Customer data management application
Target	EAI bus

## Serving relation

Type	Serving relation
Source	Control application Integration
Target	Control: Material and Energy Control

## Serving relation

Type	Serving relation
Source	Enterprise-control application interface
Target	Enterprise application integration

## Serving relation

Type	Serving relation
Source	Shipping application
Target	Production center

## Flow relation

Type	Flow relation
Source	EAI bus
Target	ERP

## Serving relation

Type	Serving relation
Source	Customer order administration service
Target	Create production order

## Assignment relation

Type	Assignment relation
Source	Order management application
Target	Sales

## Aggregation relation

Type	Aggregation relation
Source	Customer order status

<b>Target</b>	CRM system
---------------	------------

### Realization relation

<b>Type</b>	Realization relation
<b>Source</b>	PROCESS
<b>Target</b>	Add new production schedule

### Serving relation

<b>Type</b>	Serving relation
<b>Source</b>	Bulk order transmission service
<b>Target</b>	Transmit to production

### Access relation

<b>Type</b>	Access relation
<b>Source</b>	Order management component
<b>Target</b>	Order data

### Composition relation

<b>Type</b>	Composition relation
<b>Source</b>	Retention
<b>Target</b>	Field service management

### Assignment relation

<b>Type</b>	Assignment relation
<b>Source</b>	Customer contract
<b>Target</b>	Create customer contract

### Flow relation

<b>Type</b>	Flow relation
<b>Source</b>	EAI bus
<b>Target</b>	Invoicing application

### Specialization relation

<b>Type</b>	Specialization relation
<b>Source</b>	SYNC CHANGE
<b>Target</b>	PUBLISH message

### Serving relation

<b>Type</b>	Serving relation
<b>Source</b>	Control: Maintenance Management
<b>Target</b>	Control: Maintenance Management

### Serving relation

<b>Type</b>	Serving relation
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<b>Source</b>	ERP
<b>Target</b>	Activate delivery schedule

### Flow relation

<b>Type</b>	Flow relation
<b>Source</b>	Financial application HQ
<b>Target</b>	EAI bus

### Assignment relation

<b>Type</b>	Assignment relation
<b>Source</b>	Order management application
<b>Target</b>	Commercial

### Assignment relation

<b>Type</b>	Assignment relation
<b>Source</b>	Shipping application
<b>Target</b>	Logistics

### Aggregation relation

<b>Type</b>	Aggregation relation
<b>Source</b>	Total customer debt
<b>Target</b>	Financial application

### Realization relation

<b>Type</b>	Realization relation
<b>Source</b>	CRM system
<b>Target</b>	Customer administration service

### Serving relation

<b>Type</b>	Serving relation
<b>Source</b>	Enterprise application integration
<b>Target</b>	Enterprise: Product Shipping Admin

### Serving relation

<b>Type</b>	Serving relation
<b>Source</b>	Enterprise: Research, Development & Engineering
<b>Target</b>	Enterprise: Research, Development & Engineering

### Realization relation

<b>Type</b>	Realization relation
<b>Source</b>	Customer order monitoring application
<b>Target</b>	Customer order tracking service

## Access relation

<b>Type</b>	Access relation
<b>Source</b>	Customer data component
<b>Target</b>	Customer data

## Association relation

<b>Type</b>	Association relation
<b>Source</b>	Resource specification
<b>Target</b>	Resource segment capability

## Serving relation

<b>Type</b>	Serving relation
<b>Source</b>	Product availability consultation
<b>Target</b>	DC order management

## Serving relation

<b>Type</b>	Serving relation
<b>Source</b>	Enterprise application integration
<b>Target</b>	Enterprise: Maintenance Management

## Composition relation

<b>Type</b>	Composition relation
<b>Source</b>	ERP
<b>Target</b>	Planning Module

## Realization relation

<b>Type</b>	Realization relation
<b>Source</b>	Customer data management application
<b>Target</b>	Customer administration service

## Serving relation

<b>Type</b>	Serving relation
<b>Source</b>	Financial application
<b>Target</b>	DC Benelux

## Serving relation

<b>Type</b>	Serving relation
<b>Source</b>	Enterprise-control application interface
<b>Target</b>	Enterprise-control functional interface

## Realization relation

<b>Type</b>	Realization relation
<b>Source</b>	Resource capability
<b>Target</b>	Production capability

## Association relation

Type	Association relation
Source	CRM database
Target	Customer Information

## Serving relation

Type	Serving relation
Source	Infrastructure
Target	Enterprise: Customer Service

## Realization relation

Type	Realization relation
Source	Data object (9)
Target	Schedule revision

## Serving relation

Type	Serving relation
Source	Invoicing application
Target	DC Benelux

## Realization relation

Type	Realization relation
Source	GET
Target	Production status request

## Serving relation

Type	Serving relation
Source	DC orders statuses service
Target	Inform DCs

## Access relation

Type	Access relation
Source	Customer order notifications component
Target	Order data

## Realization relation

Type	Realization relation
Source	ERP application
Target	Production order creation service

## Serving relation

Type	Serving relation
Source	Enterprise: Quality Assurance

<b>Target</b>	Enterprise: Quality Assurance
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### Assignment relation

<b>Type</b>	Assignment relation
<b>Source</b>	Distributors management
<b>Target</b>	Sales

### Assignment relation

<b>Type</b>	Assignment relation
<b>Source</b>	ERP
<b>Target</b>	Production

### Association relation

<b>Type</b>	Association relation
<b>Source</b>	CRM
<b>Target</b>	BI toolset

### Serving relation

<b>Type</b>	Serving relation
<b>Source</b>	Enterprise: Maintenance Management
<b>Target</b>	Enterprise: Maintenance Management

### Flow relation

<b>Type</b>	Flow relation
<b>Source</b>	EAI bus
<b>Target</b>	Financial application

### Serving relation

<b>Type</b>	Serving relation
<b>Source</b>	Control: Production Control
<b>Target</b>	Control: Production Control

### Composition relation

<b>Type</b>	Composition relation
<b>Source</b>	CRM
<b>Target</b>	Retention

### Flow relation

<b>Type</b>	Flow relation
<b>Source</b>	EAI bus
<b>Target</b>	ERP application

### Flow relation

<b>Type</b>	Flow relation
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<b>Source</b>	ERP application
<b>Target</b>	EAI bus

## Serving relation

<b>Type</b>	Serving relation
<b>Source</b>	Customer order administration service
<b>Target</b>	Accept order

## Serving relation

<b>Type</b>	Serving relation
<b>Source</b>	DC orders registration service
<b>Target</b>	Register DC order

## Realization relation

<b>Type</b>	Realization relation
<b>Source</b>	Data object (10)
<b>Target</b>	Schedule revision confirmation

## Serving relation

<b>Type</b>	Serving relation
<b>Source</b>	Customer data management application
<b>Target</b>	DC Benelux

## Specialization relation

<b>Type</b>	Specialization relation
<b>Source</b>	RESPOND
<b>Target</b>	PUSH message

## Flow relation

<b>Type</b>	Flow relation
<b>Source</b>	EAI bus
<b>Target</b>	Customer order monitoring application

## Serving relation

<b>Type</b>	Serving relation
<b>Source</b>	Enterprise application integration
<b>Target</b>	Enterprise: Marketing & Sales

## Flow relation

<b>Type</b>	Flow relation
<b>Source</b>	EAI bus
<b>Target</b>	Financial application

## Realization relation

Type	Realization relation
Source	CRM system
Target	Verify customer exposure service

## Realization relation

Type	Realization relation
Source	EAI bus
Target	Shipping order creation service

## Composition relation

Type	Composition relation
Source	Understanding
Target	Sales analytics

## Flow relation

Type	Flow relation
Source	ERP application
Target	EAI bus

## Realization relation

Type	Realization relation
Source	Order management application
Target	Bulk order transmission service

## Association relation

Type	Association relation
Source	Customer data component
Target	Customer contract

## Serving relation

Type	Serving relation
Source	Enterprise: Marketing & Sales
Target	Enterprise: Marketing & Sales

## Serving relation

Type	Serving relation
Source	Shipping order creation service
Target	Order management application

## Serving relation

Type	Serving relation
Source	Customer order monitoring application
Target	Track customer order

## Serving relation

Type	Serving relation
Source	Order management application
Target	DC Benelux

## Serving relation

Type	Serving relation
Source	Distributors management
Target	Production center

## Serving relation

Type	Serving relation
Source	DC order administratoin service
Target	Check availability

## Flow relation

Type	Flow relation
Source	EAI bus
Target	CRM system

## Realization relation

Type	Realization relation
Source	CRM system
Target	Customer credit analysis service

## Serving relation

Type	Serving relation
Source	Production order creation service
Target	DC order management

## Flow relation

Type	Flow relation
Source	EAI bus
Target	Order management application

## Realization relation

Type	Realization relation
Source	Customer data management application
Target	Contract printing service

## Specialization relation

Type	Specialization relation
Source	CONFIRM

<b>Target</b>	PULL message
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## Serving relation

<b>Type</b>	Serving relation
<b>Source</b>	Control application Integration
<b>Target</b>	Control: quality assurance

## Composition relation

<b>Type</b>	Composition relation
<b>Source</b>	CRM system
<b>Target</b>	Customer data component

## Serving relation

<b>Type</b>	Serving relation
<b>Source</b>	Enterprise application integration
<b>Target</b>	Enterprise: Research, Development & Engineering

## Serving relation

<b>Type</b>	Serving relation
<b>Source</b>	Order administration service
<b>Target</b>	Accept order

## Serving relation

<b>Type</b>	Serving relation
<b>Source</b>	Customer administration service
<b>Target</b>	Register customer

## Composition relation

<b>Type</b>	Composition relation
<b>Source</b>	CRM
<b>Target</b>	Infrastructure

## Serving relation

<b>Type</b>	Serving relation
<b>Source</b>	Customer order administration service
<b>Target</b>	Inform customer

## Realization relation

<b>Type</b>	Realization relation
<b>Source</b>	RESPOND
<b>Target</b>	Schedule revision confirmation

## Realization relation

<b>Type</b>	Realization relation
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<b>Source</b>	Resource actual
<b>Target</b>	Segment response

### Serving relation

<b>Type</b>	Serving relation
<b>Source</b>	CRM
<b>Target</b>	ArchiMetal operations

### Serving relation

<b>Type</b>	Serving relation
<b>Source</b>	Enterprise application integration
<b>Target</b>	Enterprise: Quality Assurance

### Serving relation

<b>Type</b>	Serving relation
<b>Source</b>	CRM system
<b>Target</b>	Customer risk assessment service

### Serving relation

<b>Type</b>	Serving relation
<b>Source</b>	Enterprise-control application interface
<b>Target</b>	Control application Integration

### Serving relation

<b>Type</b>	Serving relation
<b>Source</b>	Enterprise: Product Shipping Admin
<b>Target</b>	Enterprise: Product Shipping Admin

### Realization relation

<b>Type</b>	Realization relation
<b>Source</b>	ACKNOWLEDGE
<b>Target</b>	New equipment confirmation

### Composition relation

<b>Type</b>	Composition relation
<b>Source</b>	Verb: CONFIRM
<b>Target</b>	Production schedule revision confirmation

### Realization relation

<b>Type</b>	Realization relation
<b>Source</b>	EAI bus
<b>Target</b>	Total customer debt information service

## Realization relation

Type	Realization relation
Source	SYNC CHANGE
Target	Schedule revision

## Serving relation

Type	Serving relation
Source	Enterprise application integration
Target	Enterprise: Material and Energy Control

## Flow relation

Type	Flow relation
Source	Production scheduling
Target	ERP application

## Realization relation

Type	Realization relation
Source	Verb: SYNC CHANGE
Target	Production Schedule Update (Site/Area-Specific)

## Serving relation

Type	Serving relation
Source	Product availability consultation
Target	Check availability

## Specialization relation

Type	Specialization relation
Source	SYNC ADD
Target	PUBLISH message

## Specialization relation

Type	Specialization relation
Source	PROCESS
Target	PUSH message

## Serving relation

Type	Serving relation
Source	Enterprise application integration
Target	Enterprise: Procurement

## Specialization relation

Type	Specialization relation
Source	CANCEL
Target	PUSH message

## Association relation

Type	Association relation
Source	CRM database
Target	Sales Pipeline

## Serving relation

Type	Serving relation
Source	CRM system
Target	Customer approval service

## Serving relation

Type	Serving relation
Source	Enterprise application integration
Target	Enterprise application functions

## Serving relation

Type	Serving relation
Source	Control application Integration
Target	Control: Maintenance Management

## Realization relation

Type	Realization relation
Source	EAI bus
Target	Customer information service

## Flow relation

Type	Flow relation
Source	Production scheduling
Target	ERP

## Association relation

Type	Association relation
Source	Resource segment capability property
Target	Resource capability property

## Serving relation

Type	Serving relation
Source	Bulk order creation service
Target	Create bulk order

## Composition relation

Type	Composition relation
Source	Acquisition

<b>Target</b>	Acquisition: Social
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## Association relation

<b>Type</b>	Association relation
<b>Source</b>	Resource actual property
<b>Target</b>	Resource requirement property

## Specialization relation

<b>Type</b>	Specialization relation
<b>Source</b>	CHANGE
<b>Target</b>	PUSH message

## Serving relation

<b>Type</b>	Serving relation
<b>Source</b>	Control: Material and Energy Control
<b>Target</b>	Control: Material and Energy Control

## Serving relation

<b>Type</b>	Serving relation
<b>Source</b>	Control application Integration
<b>Target</b>	Control: Production Control

## Composition relation

<b>Type</b>	Composition relation
<b>Source</b>	CRM system
<b>Target</b>	Contracts component

## Flow relation

<b>Type</b>	Flow relation
<b>Source</b>	DC order management
<b>Target</b>	EAI bus

## Serving relation

<b>Type</b>	Serving relation
<b>Source</b>	Enterprise: Product Inventory Control
<b>Target</b>	Enterprise: Product Inventory Control

## Specialization relation

<b>Type</b>	Specialization relation
<b>Source</b>	GET
<b>Target</b>	PULL message

## Association relation

<b>Type</b>	Association relation
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<b>Source</b>	CRM
<b>Target</b>	ERP

### Realization relation

<b>Type</b>	Realization relation
<b>Source</b>	SHOW
<b>Target</b>	Production status

### Serving relation

<b>Type</b>	Serving relation
<b>Source</b>	Enterprise: Order Processing
<b>Target</b>	Enterprise: Order Processing

### Serving relation

<b>Type</b>	Serving relation
<b>Source</b>	Control application Integration
<b>Target</b>	Control: Production Scheduling (Local)

### Aggregation relation

<b>Type</b>	Aggregation relation
<b>Source</b>	Customer order status
<b>Target</b>	EAI bus

### Realization relation

<b>Type</b>	Realization relation
<b>Source</b>	Order management application
<b>Target</b>	Bulk order creation service

### Flow relation

<b>Type</b>	Flow relation
<b>Source</b>	Distributors management
<b>Target</b>	EAI bus

### Serving relation

<b>Type</b>	Serving relation
<b>Source</b>	Customer order history information service
<b>Target</b>	Verify total exposure to customer

### Specialization relation

<b>Type</b>	Specialization relation
<b>Source</b>	ACKNOWLEDGE
<b>Target</b>	PUSH message

## Serving relation

Type	Serving relation
Source	Customer information service
Target	Order management application

## Serving relation

Type	Serving relation
Source	DC order administratoin service
Target	Create production order

## Association relation

Type	Association relation
Source	Resource specification property
Target	Resource segment capability property

## Specialization relation

Type	Specialization relation
Source	CONFIRM
Target	PUBLISH message

## Serving relation

Type	Serving relation
Source	Control application Integration
Target	Control application functions

## Serving relation

Type	Serving relation
Source	Infrastructure
Target	Enterprise: Marketing & Sales

## Serving relation

Type	Serving relation
Source	DC order administratoin service
Target	Create shipping order

## Serving relation

Type	Serving relation
Source	ERP
Target	Production center

## Flow relation

Type	Flow relation
Source	Invoicing application
Target	EAI bus

## Composition relation

Type	Composition relation
Source	Verb: SYNC CHANGE
Target	Production schedule revision

## Flow relation

Type	Flow relation
Source	EAI bus
Target	DC Shipping application

## Serving relation

Type	Serving relation
Source	Production order creation service
Target	Create production order

## Serving relation

Type	Serving relation
Source	Shipping order creation service
Target	DC order management

## Serving relation

Type	Serving relation
Source	Distributor information service
Target	DC order management

## Composition relation

Type	Composition relation
Source	Acquisition
Target	Salesforce automation

## Serving relation

Type	Serving relation
Source	CRM
Target	Enter order

## Composition relation

Type	Composition relation
Source	Infrastructure
Target	Deployment

## Realization relation

Type	Realization relation
Source	Resource requirement

<b>Target</b>	Segment requirement
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## Aggregation relation

<b>Type</b>	Aggregation relation
<b>Source</b>	Resource specification
<b>Target</b>	Resource specification property

## Serving relation

<b>Type</b>	Serving relation
<b>Source</b>	Enterprise: Customer Service
<b>Target</b>	Enterprise: Customer Service

## Composition relation

<b>Type</b>	Composition relation
<b>Source</b>	Retention
<b>Target</b>	Web customer Service

## Serving relation

<b>Type</b>	Serving relation
<b>Source</b>	CRM system
<b>Target</b>	Develop contract

## Association relation

<b>Type</b>	Association relation
<b>Source</b>	Resource requirement
<b>Target</b>	Resource specification

## Access relation

<b>Type</b>	Access relation
<b>Source</b>	Contracts component
<b>Target</b>	Contract data

## Serving relation

<b>Type</b>	Serving relation
<b>Source</b>	Control: Product Inventory Control
<b>Target</b>	Control: Product Inventory Control

## Serving relation

<b>Type</b>	Serving relation
<b>Source</b>	Control application Integration
<b>Target</b>	Control: Product Inventory Control

## Flow relation

<b>Type</b>	Flow relation
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<b>Source</b>	Customer order monitoring application
<b>Target</b>	EAI bus

### Serving relation

<b>Type</b>	Serving relation
<b>Source</b>	DC order management
<b>Target</b>	Production center

### Specialization relation

<b>Type</b>	Specialization relation
<b>Source</b>	SYNC DELETE
<b>Target</b>	PUBLISH message

### Flow relation

<b>Type</b>	Flow relation
<b>Source</b>	Invoicing (Distributors)
<b>Target</b>	EAI bus

### Realization relation

<b>Type</b>	Realization relation
<b>Source</b>	Total customer debt
<b>Target</b>	Total customer debt information service

### Serving relation

<b>Type</b>	Serving relation
<b>Source</b>	Enterprise application integration
<b>Target</b>	Enterprise: Production Scheduling (Global)

### Flow relation

<b>Type</b>	Flow relation
<b>Source</b>	Financial application
<b>Target</b>	EAI bus

### Realization relation

<b>Type</b>	Realization relation
<b>Source</b>	ACKNOWLEDGE - ACCEPTED
<b>Target</b>	New schedule acceptance

### Composition relation

<b>Type</b>	Composition relation
<b>Source</b>	Acquisition
<b>Target</b>	Sales management

## Serving relation

Type	Serving relation
Source	ERP
Target	Plan order

## Serving relation

Type	Serving relation
Source	Customer order administration service
Target	Update customer order

## Serving relation

Type	Serving relation
Source	Control: Production Scheduling (Local)
Target	Control: Production Scheduling (Local)

## Serving relation

Type	Serving relation
Source	Retention
Target	Enterprise: Customer Service

## Serving relation

Type	Serving relation
Source	Total customer debt information service
Target	CRM system

## Realization relation

Type	Realization relation
Source	CRM system
Target	Customer order administration service

## Flow relation

Type	Flow relation
Source	Order management application
Target	EAI bus

## Specialization relation

Type	Specialization relation
Source	CONFIRM
Target	PUSH message

## Aggregation relation

Type	Aggregation relation
Source	Resource actual
Target	Resource actual property

## Association relation

Type	Association relation
Source	Contracts component
Target	Customer contract

## Composition relation

Type	Composition relation
Source	CRM
Target	Acquisition

## Flow relation

Type	Flow relation
Source	EAI bus
Target	Invoicing (Distributors)

## Flow relation

Type	Flow relation
Source	EAI bus
Target	Financial application HQ

## Assignment relation

Type	Assignment relation
Source	Customer risk assessment
Target	Assess customer risk

## Realization relation

Type	Realization relation
Source	Integrated customer-centric solution
Target	CRM

## Triggering relation

Type	Triggering relation
Source	Customer order registered
Target	Process customer order

## Aggregation relation

Type	Aggregation relation
Source	Production schedule
Target	Production request

## Access relation

Type	Access relation
Source	Send to customer

<b>Target</b>	Contract data
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### Access relation

<b>Type</b>	Access relation
<b>Source</b>	Develop approved proposal
<b>Target</b>	Contract

### Access relation

<b>Type</b>	Access relation
<b>Source</b>	Verify total exposure to customer
<b>Target</b>	Customer data

### Access relation

<b>Type</b>	Access relation
<b>Source</b>	Create customer credit profile
<b>Target</b>	Customer data

### Flow relation

<b>Type</b>	Flow relation
<b>Source</b>	Register order
<b>Target</b>	Track customer order

### Access relation

<b>Type</b>	Access relation
<b>Source</b>	Logistics
<b>Target</b>	Sales Pipeline

### Access relation

<b>Type</b>	Access relation
<b>Source</b>	Define credit limit
<b>Target</b>	Customer credit profile

### Access relation

<b>Type</b>	Access relation
<b>Source</b>	Enterprise: Order Processing
<b>Target</b>	Order

### Access relation

<b>Type</b>	Access relation
<b>Source</b>	Service
<b>Target</b>	Customer Information

### Aggregation relation

<b>Type</b>	Aggregation relation
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<b>Source</b>	Production request
<b>Target</b>	Segment requirement

### Triggering relation

<b>Type</b>	Triggering relation
<b>Source</b>	Approve customer data
<b>Target</b>	Evaluate credit risk

### Triggering relation

<b>Type</b>	Triggering relation
<b>Source</b>	Activate delivery schedule
<b>Target</b>	Ready production line

### Access relation

<b>Type</b>	Access relation
<b>Source</b>	Product definition management
<b>Target</b>	Product Definition

### Access relation

<b>Type</b>	Access relation
<b>Source</b>	Inform customer
<b>Target</b>	Customer data

### Serving relation

<b>Type</b>	Serving relation
<b>Source</b>	Order registration service
<b>Target</b>	Customer

### Composition relation

<b>Type</b>	Composition relation
<b>Source</b>	Process cell
<b>Target</b>	Unit

### Association relation

<b>Type</b>	Association relation
<b>Source</b>	Contact
<b>Target</b>	Sales Pipeline

### Access relation

<b>Type</b>	Access relation
<b>Source</b>	Define payment terms
<b>Target</b>	Credit risk policy

## Access relation

Type	Access relation
Source	Update DC order
Target	DC order data

## Association relation

Type	Association relation
Source	New Order
Target	Cancelled Order

## Realization relation

Type	Realization relation
Source	Shipping
Target	Delivery service

## Flow relation

Type	Flow relation
Source	Design
Target	Schedule

## Access relation

Type	Access relation
Source	ArchiMetal operations
Target	Sales Pipeline

## Access relation

Type	Access relation
Source	Register DC order
Target	Bulk order data

## Triggering relation

Type	Triggering relation
Source	Create shipping order
Target	Update DC order

## Triggering relation

Type	Triggering relation
Source	Update DC order
Target	Inform DCs

## Aggregation relation

Type	Aggregation relation
Source	Enterprise Functions
Target	Enterprise: Business Planning & Logistics business functions

## Aggregation relation

Type	Aggregation relation
Source	Production performance
Target	Production response

## Triggering relation

Type	Triggering relation
Source	Day end
Target	Transmit orders

## Assignment relation

Type	Assignment relation
Source	Manufacturing engineer
Target	Plan order

## Assignment relation

Type	Assignment relation
Source	Logistics planner
Target	Activate delivery schedule

## Realization relation

Type	Realization relation
Source	Invoicing
Target	Invoicing service

## Triggering relation

Type	Triggering relation
Source	Accept proposal
Target	Send to customer

## Access relation

Type	Access relation
Source	Enterprise: Production Scheduling (Global)
Target	Schedule Confirmation (Global)

## Association relation

Type	Association relation
Source	Add new production schedule
Target	New schedule acceptance

## Serving relation

Type	Serving relation
Source	Enterprise functional integration

<b>Target</b>	Enterprise: Business Planning & Logistics business functions
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### Access relation

<b>Type</b>	Access relation
<b>Source</b>	Define credit limit
<b>Target</b>	Credit risk policy

### Access relation

<b>Type</b>	Access relation
<b>Source</b>	Sales
<b>Target</b>	Customer Information

### Flow relation

<b>Type</b>	Flow relation
<b>Source</b>	Production dispatching
<b>Target</b>	Production execution management

### Triggering relation

<b>Type</b>	Triggering relation
<b>Source</b>	Register customer
<b>Target</b>	Approve customer data

### Flow relation

<b>Type</b>	Flow relation
<b>Source</b>	Production data collection
<b>Target</b>	Production dispatching

### Access relation

<b>Type</b>	Access relation
<b>Source</b>	Create shipping order
<b>Target</b>	Customer order data

### Access relation

<b>Type</b>	Access relation
<b>Source</b>	Inform customer
<b>Target</b>	Customer data

### Access relation

<b>Type</b>	Access relation
<b>Source</b>	Approve customer
<b>Target</b>	Customer data

### Serving relation

<b>Type</b>	Serving relation
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<b>Source</b>	Enterprise functional integration
<b>Target</b>	Enterprise-control functional interface

### Access relation

<b>Type</b>	Access relation
<b>Source</b>	Accept proposal
<b>Target</b>	Customer data

### Serving relation

<b>Type</b>	Serving relation
<b>Source</b>	Site
<b>Target</b>	Enterprise

### Assignment relation

<b>Type</b>	Assignment relation
<b>Source</b>	Work cell
<b>Target</b>	Repetitive or discrete operations

### Flow relation

<b>Type</b>	Flow relation
<b>Source</b>	Enterprise: Research, Development & Engineering
<b>Target</b>	Control: quality assurance

### Access relation

<b>Type</b>	Access relation
<b>Source</b>	Marketing
<b>Target</b>	Sales Pipeline

### Realization relation

<b>Type</b>	Realization relation
<b>Source</b>	EDI
<b>Target</b>	Bulk order data

### Flow relation

<b>Type</b>	Flow relation
<b>Source</b>	Control: quality assurance
<b>Target</b>	Control: Production Control

### Assignment relation

<b>Type</b>	Assignment relation
<b>Source</b>	Process cell
<b>Target</b>	Process cell controller

## Triggering relation

Type	Triggering relation
Source	Bulk order feedback
Target	Inform customer on order

## Triggering relation

Type	Triggering relation
Source	Update customer order
Target	Customer order update

## Triggering relation

Type	Triggering relation
Source	ArchiMetal operations
Target	Metal Products and Services

## Triggering relation

Type	Triggering relation
Source	Register customer
Target	Evaluate credit risk

## Access relation

Type	Access relation
Source	Marketing
Target	Customer Information

## Flow relation

Type	Flow relation
Source	Production resource management
Target	Production dispatching

## Association relation

Type	Association relation
Source	Logistics
Target	Transportation partner

## Access relation

Type	Access relation
Source	Logistics
Target	Customer Information

## Access relation

Type	Access relation
Source	Production
Target	Customer Information

## Access relation

Type	Access relation
Source	Check availability
Target	Customer order data

## Flow relation

Type	Flow relation
Source	Schedule
Target	Price

## Access relation

Type	Access relation
Source	Control: Production Scheduling (Local)
Target	Schedule Confirmation (Local)

## Access relation

Type	Access relation
Source	Create order
Target	Product data

## Access relation

Type	Access relation
Source	Update customer order
Target	Bulk order data

## Access relation

Type	Access relation
Source	Evaluate credit risk
Target	Credit risk policy

## Specialization relation

Type	Specialization relation
Source	Control: Product Inventory Control
Target	Control: Manufacturing Operations & Control business functions

## Access relation

Type	Access relation
Source	Enterprise: Order Processing
Target	Schedule Confirmation (Global)

## Triggering relation

Type	Triggering relation
Source	Approve customer

<b>Target</b>	Define credit limit
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### Flow relation

<b>Type</b>	Flow relation
<b>Source</b>	Transmit orders
<b>Target</b>	Process DC order

### Access relation

<b>Type</b>	Access relation
<b>Source</b>	Initial profile assessment
<b>Target</b>	Assessment

### Assignment relation

<b>Type</b>	Assignment relation
<b>Source</b>	Manufacturing engineer
<b>Target</b>	Ready production line

### Triggering relation

<b>Type</b>	Triggering relation
<b>Source</b>	Initial assessment
<b>Target</b>	Approve credit risk assessment

### Aggregation relation

<b>Type</b>	Aggregation relation
<b>Source</b>	Control: Manufacturing Operations & Control business functions
<b>Target</b>	Control: Material and Energy Control

### Realization relation

<b>Type</b>	Realization relation
<b>Source</b>	Credit risk assessment
<b>Target</b>	Customer risk assessment service

### Triggering relation

<b>Type</b>	Triggering relation
<b>Source</b>	Initial profile assessment
<b>Target</b>	Approve assessment

### Association relation

<b>Type</b>	Association relation
<b>Source</b>	Lead
<b>Target</b>	Sales Pipeline

### Aggregation relation

<b>Type</b>	Aggregation relation
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<b>Source</b>	Control: Manufacturing Operations & Control business functions
<b>Target</b>	Control: quality assurance

### Triggering relation

<b>Type</b>	Triggering relation
<b>Source</b>	New customer registered
<b>Target</b>	Evaluate credit risk

### Association relation

<b>Type</b>	Association relation
<b>Source</b>	Segment response
<b>Target</b>	Segment requirement

### Access relation

<b>Type</b>	Access relation
<b>Source</b>	Accept proposal
<b>Target</b>	Customer signature

### Access relation

<b>Type</b>	Access relation
<b>Source</b>	Verify total exposure to customer
<b>Target</b>	Order data

### Aggregation relation

<b>Type</b>	Aggregation relation
<b>Source</b>	Order History
<b>Target</b>	Cancelled Order

### Specialization relation

<b>Type</b>	Specialization relation
<b>Source</b>	Control: quality assurance
<b>Target</b>	Control: Manufacturing Operations & Control business functions

### Triggering relation

<b>Type</b>	Triggering relation
<b>Source</b>	Analyze exposure
<b>Target</b>	Initial assessment

### Access relation

<b>Type</b>	Access relation
<b>Source</b>	Service
<b>Target</b>	Sales Pipeline

## Flow relation

Type	Flow relation
Source	Production execution management
Target	Production data collection

## Access relation

Type	Access relation
Source	Update customer order
Target	Customer order data

## Access relation

Type	Access relation
Source	Register customer
Target	Customer data

## Access relation

Type	Access relation
Source	Define payment terms
Target	Customer credit profile

## Access relation

Type	Access relation
Source	Enterprise: Production Scheduling (Global)
Target	Production Schedule Update (Site/Area-Specific)

## Aggregation relation

Type	Aggregation relation
Source	Enterprise Functions
Target	Enterprise: Marketing & Sales

## Access relation

Type	Access relation
Source	Production
Target	Sales Pipeline

## Serving relation

Type	Serving relation
Source	Invoicing service
Target	Customer

## Triggering relation

Type	Triggering relation
Source	Define pricing policy
Target	Accept proposal

## Serving relation

Type	Serving relation
Source	Control functional integration
Target	Control: Manufacturing Operations & Control business functions

## Access relation

Type	Access relation
Source	Initial assessment
Target	Order assessment

## Access relation

Type	Access relation
Source	Create production order
Target	Customer order data

## Access relation

Type	Access relation
Source	Accept proposal
Target	Contract

## Flow relation

Type	Flow relation
Source	Transmit orders
Target	Inform customer on order

## Access relation

Type	Access relation
Source	Sales
Target	Sales Pipeline

## Serving relation

Type	Serving relation
Source	Approve credit risk assessment
Target	Customer risk assessment service

## Triggering relation

Type	Triggering relation
Source	Junction
Target	Develop approved proposal

## Assignment relation

Type	Assignment relation
Source	Production line

<b>Target</b>	Production line controller
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### Composition relation

<b>Type</b>	Composition relation
<b>Source</b>	ArchiMetal operations
<b>Target</b>	Business function

### Assignment relation

<b>Type</b>	Assignment relation
<b>Source</b>	HQ
<b>Target</b>	Customer risk assessment service

### Triggering relation

<b>Type</b>	Triggering relation
<b>Source</b>	New customer order
<b>Target</b>	Verify total exposure to customer

### Composition relation

<b>Type</b>	Composition relation
<b>Source</b>	New schedule acceptance
<b>Target</b>	Production status request

### Triggering relation

<b>Type</b>	Triggering relation
<b>Source</b>	Inquiry
<b>Target</b>	Develop contract

### Aggregation relation

<b>Type</b>	Aggregation relation
<b>Source</b>	Enterprise: Business Planning & Logistics business functions
<b>Target</b>	Enterprise: Quality Assurance

### Specialization relation

<b>Type</b>	Specialization relation
<b>Source</b>	Enterprise: Production Scheduling (Global)
<b>Target</b>	Enterprise: Business Planning & Logistics business functions

### Triggering relation

<b>Type</b>	Triggering relation
<b>Source</b>	Verify total exposure to customer
<b>Target</b>	Accept order

### Triggering relation

<b>Type</b>	Triggering relation
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<b>Source</b>	Evaluate credit risk
<b>Target</b>	Define pricing policy

### Aggregation relation

<b>Type</b>	Aggregation relation
<b>Source</b>	Control: Manufacturing Operations & Control business functions
<b>Target</b>	Control: Production Control

### Aggregation relation

<b>Type</b>	Aggregation relation
<b>Source</b>	Control: Manufacturing Operations & Control business functions
<b>Target</b>	Control: Maintenance Management

### Assignment relation

<b>Type</b>	Assignment relation
<b>Source</b>	Unit
<b>Target</b>	Process cell unit controller

### Aggregation relation

<b>Type</b>	Aggregation relation
<b>Source</b>	Production response
<b>Target</b>	Segment response

### Specialization relation

<b>Type</b>	Specialization relation
<b>Source</b>	Control: Maintenance Management
<b>Target</b>	Control: Manufacturing Operations & Control business functions

### Association relation

<b>Type</b>	Association relation
<b>Source</b>	Track customer order
<b>Target</b>	Customer order tracking service

### Serving relation

<b>Type</b>	Serving relation
<b>Source</b>	Customer approval service
<b>Target</b>	Develop contract service

### Access relation

<b>Type</b>	Access relation
<b>Source</b>	Define pricing policy
<b>Target</b>	Pricing policy

## Flow relation

Type	Flow relation
Source	Production tracking
Target	Production performance analysis

## Triggering relation

Type	Triggering relation
Source	Create production order
Target	Create shipping order

## Triggering relation

Type	Triggering relation
Source	Approve credit risk assessment
Target	Approve credit

## Assignment relation

Type	Assignment relation
Source	DC Benelux
Target	Invoicing

## Access relation

Type	Access relation
Source	Control: Production Control
Target	Production Confirmation

## Association relation

Type	Association relation
Source	Production response
Target	Production request

## Aggregation relation

Type	Aggregation relation
Source	Enterprise: Business Planning & Logistics business functions
Target	Enterprise: Product Shipping Admin

## Access relation

Type	Access relation
Source	Enterprise: Marketing & Sales
Target	Order Status

## Triggering relation

Type	Triggering relation
Source	Create order
Target	Verify total exposure to customer

## Association relation

Type	Association relation
Source	Schedule revision
Target	Schedule revision confirmation

## Composition relation

Type	Composition relation
Source	ArchiMetal operations
Target	Business function (2)

## Flow relation

Type	Flow relation
Source	Register order
Target	Transmit orders

## Realization relation

Type	Realization relation
Source	Contract
Target	Contract data

## Access relation

Type	Access relation
Source	Update customer order
Target	Order data

## Composition relation

Type	Composition relation
Source	Order data
Target	Order assessment

## Composition relation

Type	Composition relation
Source	Site
Target	Area

## Access relation

Type	Access relation
Source	Create bulk order
Target	Order data

## Association relation

Type	Association relation
Source	Opportunity

<b>Target</b>	Sales Pipeline
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## Flow relation

<b>Type</b>	Flow relation
<b>Source</b>	Detailed production scheduling
<b>Target</b>	Production tracking

## Assignment relation

<b>Type</b>	Assignment relation
<b>Source</b>	DC Benelux
<b>Target</b>	Verify total exposure to customer

## Specialization relation

<b>Type</b>	Specialization relation
<b>Source</b>	Control: Production Scheduling (Local)
<b>Target</b>	Control: Manufacturing Operations & Control business functions

## Aggregation relation

<b>Type</b>	Aggregation relation
<b>Source</b>	Enterprise Functions
<b>Target</b>	Enterprise: Research, Development & Engineering

## Association relation

<b>Type</b>	Association relation
<b>Source</b>	Track customer order
<b>Target</b>	Customer order tracking service

## Access relation

<b>Type</b>	Access relation
<b>Source</b>	Initial profile assessment
<b>Target</b>	Credit risk policy

## Triggering relation

<b>Type</b>	Triggering relation
<b>Source</b>	Junction
<b>Target</b>	Evaluate customer credit

## Specialization relation

<b>Type</b>	Specialization relation
<b>Source</b>	Enterprise: Product Cost Accounting
<b>Target</b>	Enterprise: Business Planning & Logistics business functions

## Association relation

<b>Type</b>	Association relation
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<b>Source</b>	Bulk order feedback
<b>Target</b>	Bulk order data

### Aggregation relation

<b>Type</b>	Aggregation relation
<b>Source</b>	Enterprise Functions
<b>Target</b>	Enterprise: Customer Service

### Assignment relation

<b>Type</b>	Assignment relation
<b>Source</b>	Customer representative
<b>Target</b>	Accept proposal

### Specialization relation

<b>Type</b>	Specialization relation
<b>Source</b>	Enterprise: Material and Energy Control
<b>Target</b>	Enterprise: Business Planning & Logistics business functions

### Triggering relation

<b>Type</b>	Triggering relation
<b>Source</b>	Contract in place
<b>Target</b>	Activate plan

### Specialization relation

<b>Type</b>	Specialization relation
<b>Source</b>	Enterprise: Product Inventory Control
<b>Target</b>	Enterprise: Business Planning & Logistics business functions

### Aggregation relation

<b>Type</b>	Aggregation relation
<b>Source</b>	Control: Manufacturing Operations & Control business functions
<b>Target</b>	Control: Production Scheduling (Local)

### Assignment relation

<b>Type</b>	Assignment relation
<b>Source</b>	DC Benelux
<b>Target</b>	Evaluate credit risk

### Assignment relation

<b>Type</b>	Assignment relation
<b>Source</b>	HQ
<b>Target</b>	Customer approval service

## Assignment relation

Type	Assignment relation
Source	Production center
Target	Process DC order

## Serving relation

Type	Serving relation
Source	Customer risk assessment service
Target	Evaluate credit risk

## Assignment relation

Type	Assignment relation
Source	HQ
Target	Track customer order

## Access relation

Type	Access relation
Source	Approve customer data
Target	Customer data

## Access relation

Type	Access relation
Source	Approve credit
Target	Order assessment

## Composition relation

Type	Composition relation
Source	Area
Target	Production line

## Association relation

Type	Association relation
Source	Production
Target	Supply partner

## Assignment relation

Type	Assignment relation
Source	Credit specialist
Target	Evaluate customer credit

## Specialization relation

Type	Specialization relation
Source	Control: Material and Energy Control
Target	Control: Manufacturing Operations & Control business functions

## Assignment relation

Type	Assignment relation
Source	DC Benelux
Target	Transmit orders

## Triggering relation

Type	Triggering relation
Source	Register DC order
Target	Check availability

## Realization relation

Type	Realization relation
Source	ArchiMetal operations
Target	Metal Products and Services

## Access relation

Type	Access relation
Source	Evaluate credit risk
Target	Assessment

## Triggering relation

Type	Triggering relation
Source	Prepare notification message
Target	Send notification to customer

## Triggering relation

Type	Triggering relation
Source	Evaluate customer credit
Target	Junction

## Access relation

Type	Access relation
Source	Check availability
Target	Inventory data

## Access relation

Type	Access relation
Source	Enterprise: Production Scheduling (Global)
Target	Production Requirement

## Specialization relation

Type	Specialization relation
Source	Enterprise: Order Processing

<b>Target</b>	Enterprise: Business Planning & Logistics business functions
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### Flow relation

<b>Type</b>	Flow relation
<b>Source</b>	Process DC order
<b>Target</b>	Transmit orders

### Composition relation

<b>Type</b>	Composition relation
<b>Source</b>	Activate delivery schedule
<b>Target</b>	Send delivery orders

### Aggregation relation

<b>Type</b>	Aggregation relation
<b>Source</b>	Enterprise: Business Planning & Logistics business functions
<b>Target</b>	Enterprise: Maintenance Management

### Serving relation

<b>Type</b>	Serving relation
<b>Source</b>	Develop contract service
<b>Target</b>	Customer

### Aggregation relation

<b>Type</b>	Aggregation relation
<b>Source</b>	Enterprise: Business Planning & Logistics business functions
<b>Target</b>	Enterprise: Product Cost Accounting

### Flow relation

<b>Type</b>	Flow relation
<b>Source</b>	Product definition management
<b>Target</b>	Production dispatching

### Access relation

<b>Type</b>	Access relation
<b>Source</b>	Accept order
<b>Target</b>	Shipping order data

### Flow relation

<b>Type</b>	Flow relation
<b>Source</b>	Production data collection
<b>Target</b>	Production tracking

### Triggering relation

<b>Type</b>	Triggering relation
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<b>Source</b>	Create customer credit profile
<b>Target</b>	Initial profile assessment

### Aggregation relation

<b>Type</b>	Aggregation relation
<b>Source</b>	Enterprise: Business Planning & Logistics business functions
<b>Target</b>	Enterprise: Order Processing

### Flow relation

<b>Type</b>	Flow relation
<b>Source</b>	Process customer order
<b>Target</b>	Track customer order

### Assignment relation

<b>Type</b>	Assignment relation
<b>Source</b>	DC Benelux
<b>Target</b>	Shipping

### Assignment relation

<b>Type</b>	Assignment relation
<b>Source</b>	Production center
<b>Target</b>	Process customer order

### Access relation

<b>Type</b>	Access relation
<b>Source</b>	Evaluate credit risk
<b>Target</b>	Customer data

### Access relation

<b>Type</b>	Access relation
<b>Source</b>	Create production order
<b>Target</b>	Production order data

### Access relation

<b>Type</b>	Access relation
<b>Source</b>	Control: Production Control
<b>Target</b>	Production Schedule (Cell/Unit/Line-Specific)

### Triggering relation

<b>Type</b>	Triggering relation
<b>Source</b>	Accept proposal
<b>Target</b>	Contract in place

## Access relation

Type	Access relation
Source	Enterprise: Order Processing
Target	Order Status

## Aggregation relation

Type	Aggregation relation
Source	Customer Information
Target	Interaction history

## Access relation

Type	Access relation
Source	Control: Production Scheduling (Local)
Target	Production Confirmation

## Assignment relation

Type	Assignment relation
Source	Production unit
Target	Production unit controller

## Access relation

Type	Access relation
Source	Analyze exposure
Target	Customer data

## Access relation

Type	Access relation
Source	Control: Production Scheduling (Local)
Target	Production Schedule Update (Site/Area-Specific)

## Access relation

Type	Access relation
Source	Send to customer
Target	Customer data

## Aggregation relation

Type	Aggregation relation
Source	Production rule
Target	Product segment

## Access relation

Type	Access relation
Source	Create order
Target	Customer data

## Triggering relation

Type	Triggering relation
Source	New order received
Target	Enter order

## Serving relation

Type	Serving relation
Source	Control functional integration
Target	Enterprise-control functional interface

## Association relation

Type	Association relation
Source	Production Schedule Update (Site/Area-Specific)
Target	Schedule Confirmation (Local)

## Triggering relation

Type	Triggering relation
Source	Check availability
Target	Create production order

## Assignment relation

Type	Assignment relation
Source	HQ
Target	Credit risk assessment

## Assignment relation

Type	Assignment relation
Source	DC Benelux
Target	Develop contract

## Access relation

Type	Access relation
Source	Define pricing policy
Target	Customer data

## Access relation

Type	Access relation
Source	Finance
Target	Customer Information

## Association relation

Type	Association relation
Source	Product segment

<b>Target</b>	Process segment capability
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## Serving relation

<b>Type</b>	Serving relation
<b>Source</b>	Metal Products and Services
<b>Target</b>	Customer

## Association relation

<b>Type</b>	Association relation
<b>Source</b>	Segment requirement
<b>Target</b>	Product segment

## Composition relation

<b>Type</b>	Composition relation
<b>Source</b>	ArchiBuilder
<b>Target</b>	Purchasing agent

## Triggering relation

<b>Type</b>	Triggering relation
<b>Source</b>	Customer order
<b>Target</b>	Register order

## Access relation

<b>Type</b>	Access relation
<b>Source</b>	Finance
<b>Target</b>	Sales Pipeline

## Access relation

<b>Type</b>	Access relation
<b>Source</b>	Create bulk order
<b>Target</b>	Bulk order data

## Assignment relation

<b>Type</b>	Assignment relation
<b>Source</b>	Production unit
<b>Target</b>	Continuous operations

## Assignment relation

<b>Type</b>	Assignment relation
<b>Source</b>	Business Collaboration
<b>Target</b>	Develop approved proposal

## Triggering relation

<b>Type</b>	Triggering relation
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<b>Source</b>	Create shipping order
<b>Target</b>	Update customer order

### Triggering relation

<b>Type</b>	Triggering relation
<b>Source</b>	Create bulk order
<b>Target</b>	Transmit to production

### Assignment relation

<b>Type</b>	Assignment relation
<b>Source</b>	Production planner
<b>Target</b>	Activate plan

### Specialization relation

<b>Type</b>	Specialization relation
<b>Source</b>	Enterprise: Quality Assurance
<b>Target</b>	Enterprise: Business Planning & Logistics business functions

### Triggering relation

<b>Type</b>	Triggering relation
<b>Source</b>	Define credit limit
<b>Target</b>	Define payment terms

### Composition relation

<b>Type</b>	Composition relation
<b>Source</b>	Area
<b>Target</b>	Production unit

### Access relation

<b>Type</b>	Access relation
<b>Source</b>	Register DC order
<b>Target</b>	Distributor data

### Realization relation

<b>Type</b>	Realization relation
<b>Source</b>	Track customer order
<b>Target</b>	Order information service

### Flow relation

<b>Type</b>	Flow relation
<b>Source</b>	Product definition management
<b>Target</b>	Production execution management

## Flow relation

Type	Flow relation
Source	Production tracking
Target	Production dispatching

## Access relation

Type	Access relation
Source	Approve credit
Target	Customer credit profile

## Access relation

Type	Access relation
Source	Enterprise: Marketing & Sales
Target	Order

## Realization relation

Type	Realization relation
Source	Register order
Target	Order registration service

## Access relation

Type	Access relation
Source	Enterprise: Order Processing
Target	Production Requirement

## Serving relation

Type	Serving relation
Source	Customer risk assessment service
Target	Approve assessment

## Serving relation

Type	Serving relation
Source	Order information service
Target	Customer

## Composition relation

Type	Composition relation
Source	Area
Target	Process cell

## Assignment relation

Type	Assignment relation
Source	Sales representative
Target	Enter order

## Access relation

Type	Access relation
Source	Analyze exposure
Target	Order data

## Access relation

Type	Access relation
Source	ArchiMetal operations
Target	Customer Information

## Triggering relation

Type	Triggering relation
Source	Activate plan
Target	Activate delivery schedule

## Flow relation

Type	Flow relation
Source	Production resource management
Target	Detailed production scheduling

## Triggering relation

Type	Triggering relation
Source	Accept order
Target	Customer order update

## Association relation

Type	Association relation
Source	ArchiBuilder
Target	Order History

## Aggregation relation

Type	Aggregation relation
Source	Enterprise: Business Planning & Logistics business functions
Target	Enterprise: Product Inventory Control

## Triggering relation

Type	Triggering relation
Source	Ready production line
Target	Produce order

## Composition relation

Type	Composition relation
Source	Production line

<b>Target</b>	Work cell
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### Access relation

<b>Type</b>	Access relation
<b>Source</b>	Evaluate credit risk
<b>Target</b>	Customer credit profile

### Realization relation

<b>Type</b>	Realization relation
<b>Source</b>	Develop contract
<b>Target</b>	Develop contract service

### Aggregation relation

<b>Type</b>	Aggregation relation
<b>Source</b>	Enterprise: Business Planning & Logistics business functions
<b>Target</b>	Enterprise: Procurement

### Assignment relation

<b>Type</b>	Assignment relation
<b>Source</b>	Work cell
<b>Target</b>	Work cell controller

### Serving relation

<b>Type</b>	Serving relation
<b>Source</b>	Control: Product Inventory Control
<b>Target</b>	Control: Production Scheduling (Local)

### Serving relation

<b>Type</b>	Serving relation
<b>Source</b>	Customer risk assessment service
<b>Target</b>	Develop contract service

### Access relation

<b>Type</b>	Access relation
<b>Source</b>	Production tracking
<b>Target</b>	Production Performance

### Composition relation

<b>Type</b>	Composition relation
<b>Source</b>	Customer credit profile
<b>Target</b>	Assessment

### Serving relation

<b>Type</b>	Serving relation
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<b>Source</b>	Delivery service
<b>Target</b>	Customer

### Access relation

<b>Type</b>	Access relation
<b>Source</b>	Verify total exposure to customer
<b>Target</b>	Credit risk policy

### Triggering relation

<b>Type</b>	Triggering relation
<b>Source</b>	Plan order
<b>Target</b>	Junction

### Assignment relation

<b>Type</b>	Assignment relation
<b>Source</b>	DC Benelux
<b>Target</b>	Inform customer on order

### Triggering relation

<b>Type</b>	Triggering relation
<b>Source</b>	Develop approved proposal
<b>Target</b>	Accept proposal

### Triggering relation

<b>Type</b>	Triggering relation
<b>Source</b>	Junction
<b>Target</b>	Plan order

### Triggering relation

<b>Type</b>	Triggering relation
<b>Source</b>	Accept order
<b>Target</b>	Inform customer

### Aggregation relation

<b>Type</b>	Aggregation relation
<b>Source</b>	Enterprise: Business Planning & Logistics business functions
<b>Target</b>	Enterprise: Material and Energy Control

### Realization relation

<b>Type</b>	Realization relation
<b>Source</b>	Inform customer on order
<b>Target</b>	Order information service

## Composition relation

<b>Type</b>	Composition relation
<b>Source</b>	Customer data
<b>Target</b>	Customer credit profile

## Access relation

<b>Type</b>	Access relation
<b>Source</b>	Enterprise: Production Scheduling (Global)
<b>Target</b>	Schedule Confirmation (Local)

## Triggering relation

<b>Type</b>	Triggering relation
<b>Source</b>	Register order
<b>Target</b>	Process customer order

## Access relation

<b>Type</b>	Access relation
<b>Source</b>	Accept order
<b>Target</b>	Order data

## Assignment relation

<b>Type</b>	Assignment relation
<b>Source</b>	Unit
<b>Target</b>	Batch operations

## Triggering relation

<b>Type</b>	Triggering relation
<b>Source</b>	Customer order update
<b>Target</b>	Track customer order

## Triggering relation

<b>Type</b>	Triggering relation
<b>Source</b>	Enter order
<b>Target</b>	Junction

## Access relation

<b>Type</b>	Access relation
<b>Source</b>	Transmit to production
<b>Target</b>	Bulk order data

## Access relation

<b>Type</b>	Access relation
<b>Source</b>	Control: Production Scheduling (Local)
<b>Target</b>	Production Schedule (Cell/Unit/Line-Specific)

## Access relation

Type	Access relation
Source	Inform customer
Target	Order data

## Serving relation

Type	Serving relation
Source	Customer approval service
Target	Approve customer data

## Association relation

Type	Association relation
Source	Production status request
Target	Production status

## Access relation

Type	Access relation
Source	Detailed production scheduling
Target	Production Schedule

## Association relation

Type	Association relation
Source	Customer
Target	Sales Pipeline

## Access relation

Type	Access relation
Source	Check availability
Target	DC order data

## Association relation

Type	Association relation
Source	Add new equipment
Target	New equipment confirmation

## Access relation

Type	Access relation
Source	Create shipping order
Target	Shipping order data

## Serving relation

Type	Serving relation
Source	Register order

<b>Target</b>	Customer risk assessment service
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### Assignment relation

<b>Type</b>	Assignment relation
<b>Source</b>	DC Benelux
<b>Target</b>	Register order

### Aggregation relation

<b>Type</b>	Aggregation relation
<b>Source</b>	Enterprise: Business Planning & Logistics business functions
<b>Target</b>	Enterprise: Production Scheduling (Global)

### Flow relation

<b>Type</b>	Flow relation
<b>Source</b>	Design
<b>Target</b>	Price

### Flow relation

<b>Type</b>	Flow relation
<b>Source</b>	Enterprise: Research, Development & Engineering
<b>Target</b>	Control: Production Control

### Triggering relation

<b>Type</b>	Triggering relation
<b>Source</b>	Transmit to production
<b>Target</b>	Bulk order feedback

### Aggregation relation

<b>Type</b>	Aggregation relation
<b>Source</b>	Control: Manufacturing Operations & Control business functions
<b>Target</b>	Control: Product Inventory Control

### Access relation

<b>Type</b>	Access relation
<b>Source</b>	Initial assessment
<b>Target</b>	Credit risk policy

### Assignment relation

<b>Type</b>	Assignment relation
<b>Source</b>	ArchiMetal
<b>Target</b>	Develop contract

### Triggering relation

<b>Type</b>	Triggering relation
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<b>Source</b>	Update customer order
<b>Target</b>	Inform customer

### Specialization relation

<b>Type</b>	Specialization relation
<b>Source</b>	Control: Production Control
<b>Target</b>	Control: Manufacturing Operations & Control business functions

### Specialization relation

<b>Type</b>	Specialization relation
<b>Source</b>	Enterprise: Procurement
<b>Target</b>	Enterprise: Business Planning & Logistics business functions

### Access relation

<b>Type</b>	Access relation
<b>Source</b>	Production resource management
<b>Target</b>	Production Capability

### Specialization relation

<b>Type</b>	Specialization relation
<b>Source</b>	Enterprise: Maintenance Management
<b>Target</b>	Enterprise: Business Planning & Logistics business functions

### Aggregation relation

<b>Type</b>	Aggregation relation
<b>Source</b>	Order History
<b>Target</b>	New Order

### Triggering relation

<b>Type</b>	Triggering relation
<b>Source</b>	Approve assessment
<b>Target</b>	Approve customer

### Assignment relation

<b>Type</b>	Assignment relation
<b>Source</b>	UNIX Servers
<b>Target</b>	Authentication & Authorization

### Realization relation

<b>Type</b>	Realization relation
<b>Source</b>	Mainframe
<b>Target</b>	Language service

## Realization relation

Type	Realization relation
Source	Mainframe
Target	Database service

## Composition relation

Type	Composition relation
Source	Mainframe
Target	Partition 1

## Composition relation

Type	Composition relation
Source	Mainframe
Target	Partition 2

## Composition relation

Type	Composition relation
Source	Partition 2
Target	Message Queuing

## Composition relation

Type	Composition relation
Source	Partition 1
Target	Message Queuing

## Composition relation

Type	Composition relation
Source	Partition 2
Target	DBMS

## Composition relation

Type	Composition relation
Source	Partition 1
Target	DBMS

## Composition relation

Type	Composition relation
Source	UNIX Servers
Target	AIX

## Composition relation

Type	Composition relation
Source	Partition 1
Target	Hardware

## Realization relation

Type	Realization relation
Source	Authentication & Authorization
Target	Network service

## Realization relation

Type	Realization relation
Source	Mainframe
Target	Messaging service

## Composition relation

Type	Composition relation
Source	Partition 2
Target	Hardware device

## Composition relation

Type	Composition relation
Source	UNIX Servers
Target	Operating system

## Association relation

Type	Association relation
Source	Increase sales processes coordination
Target	Lack of global and consistent view over customer

## Aggregation relation

Type	Aggregation relation
Source	Customer satisfaction
Target	Timely order fulfilment

## Association relation

Type	Association relation
Source	Lack of global and consistent view over customer
Target	Increase data transparency

## Realization relation

Type	Realization relation
Source	Unified view of customer company-wide
Target	Improve customer relationship management

## Association relation

Type	Association relation
Source	Customer satisfaction

<b>Target</b>	Lead time to customer too long
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## Aggregation relation

<b>Type</b>	Aggregation relation
<b>Source</b>	Order already designed and priced
<b>Target</b>	Design still valid

## Association relation

<b>Type</b>	Association relation
<b>Source</b>	Customer satisfaction
<b>Target</b>	Builder

## Association relation

<b>Type</b>	Association relation
<b>Source</b>	Management
<b>Target</b>	Customer satisfaction

## Association relation

<b>Type</b>	Association relation
<b>Source</b>	Builder
<b>Target</b>	Complete building

## Aggregation relation

<b>Type</b>	Aggregation relation
<b>Source</b>	Underdevelopped customer relationship
<b>Target</b>	Suboptimal client profiling

## Aggregation relation

<b>Type</b>	Aggregation relation
<b>Source</b>	Unified view of customer company-wide
<b>Target</b>	Unified customer order view company-wide

## Association relation

<b>Type</b>	Association relation
<b>Source</b>	Suboptimal client profiling
<b>Target</b>	Improve client profiling

## Association relation

<b>Type</b>	Association relation
<b>Source</b>	Service quality
<b>Target</b>	Market pressure on service innovation

## Aggregation relation

<b>Type</b>	Aggregation relation
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<b>Source</b>	Customer satisfaction
<b>Target</b>	Complete and correct order fulfillment

### Realization relation

<b>Type</b>	Realization relation
<b>Source</b>	Unified customer order view company-wide
<b>Target</b>	Optimize order handling

### Association relation

<b>Type</b>	Association relation
<b>Source</b>	Improve customer relationship management
<b>Target</b>	Market pressure on service innovation

### Association relation

<b>Type</b>	Association relation
<b>Source</b>	On-time delivery
<b>Target</b>	Order already designed and priced

### Realization relation

<b>Type</b>	Realization relation
<b>Source</b>	Stop bulk-order system
<b>Target</b>	Optimize order handling

### Aggregation relation

<b>Type</b>	Aggregation relation
<b>Source</b>	Lead time to customer too long
<b>Target</b>	Inefficient order fulfillment

### Association relation

<b>Type</b>	Association relation
<b>Source</b>	Service quality
<b>Target</b>	Builder

### Aggregation relation

<b>Type</b>	Aggregation relation
<b>Source</b>	Suboptimal sales processes
<b>Target</b>	Lack of global and consistent view over customer

### Association relation

<b>Type</b>	Association relation
<b>Source</b>	Builder
<b>Target</b>	On-time delivery

## Realization relation

Type	Realization relation
Source	Unified view of customer company-wide
Target	Improve marketing/service strategy

## Realization relation

Type	Realization relation
Source	Share unified customer data across sales processes
Target	Increase data transparency

## Association relation

Type	Association relation
Source	Market pressure on service innovation
Target	Improve marketing/service strategy

## Association relation

Type	Association relation
Source	Suboptimal client profiling
Target	Improve customer relationship management

## Association relation

Type	Association relation
Source	Average revenue per customer is too low
Target	Innovate customer services

## Aggregation relation

Type	Aggregation relation
Source	Suboptimal sales processes
Target	Average revenue per customer is too low

## Association relation

Type	Association relation
Source	Management
Target	Service quality

## Association relation

Type	Association relation
Source	Building products manufacturer
Target	Manufacture beams

## Aggregation relation

Type	Aggregation relation
Source	Suboptimal sales processes
Target	Inefficient order fulfilment

## Realization relation

Type	Realization relation
Source	Unified view of customer company-wide
Target	Increase data transparency

## Association relation

Type	Association relation
Source	Suboptimal sales processes
Target	Business performance

## Realization relation

Type	Realization relation
Source	Unified customer order view company-wide
Target	Increase coordination between sales and production processes

## Association relation

Type	Association relation
Source	Average revenue per customer is too low
Target	Maximization of average revenue per customer

## Association relation

Type	Association relation
Source	Management
Target	Business performance

## Association relation

Type	Association relation
Source	Business performance
Target	Lead time to customer too long

## Association relation

Type	Association relation
Source	Timely order fulfilment
Target	Too many late order fullfilments

## Association relation

Type	Association relation
Source	Service quality
Target	Underdeveloped customer relationship

## Association relation

Type	Association relation
Source	Suboptimal sales processes

<b>Target</b>	Increase coordination between sales and production processes
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### Association relation

<b>Type</b>	Association relation
<b>Source</b>	Suboptimal sales processes
<b>Target</b>	Optimize processes

### Association relation

<b>Type</b>	Association relation
<b>Source</b>	Building products manufacturer
<b>Target</b>	On-time delivery

### Realization relation

<b>Type</b>	Realization relation
<b>Source</b>	Unified view of customer company-wide
<b>Target</b>	Improve client profiling

### Association relation

<b>Type</b>	Association relation
<b>Source</b>	Average revenue per customer is too low
<b>Target</b>	Customer Retention

### Association relation

<b>Type</b>	Association relation
<b>Source</b>	Optimize order handling
<b>Target</b>	Inefficient order fulfilment

### Realization relation

<b>Type</b>	Realization relation
<b>Source</b>	Create innovative customer services
<b>Target</b>	Improve customer relationship management

### Association relation

<b>Type</b>	Association relation
<b>Source</b>	Lead time to customer too long
<b>Target</b>	Increase coordination between sales and production processes

### Association relation

<b>Type</b>	Association relation
<b>Source</b>	Design still valid
<b>Target</b>	On-time delivery

### Realization relation

<b>Type</b>	Realization relation
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<b>Source</b>	Share unified customer data across sales processes
<b>Target</b>	Increase sales processes coordination

### Association relation

<b>Type</b>	Association relation
<b>Source</b>	Innovate customer services
<b>Target</b>	Underdeveloped customer relationship

### Association relation

<b>Type</b>	Association relation
<b>Source</b>	Manufacture beams
<b>Target</b>	On-time delivery

### Aggregation relation

<b>Type</b>	Aggregation relation
<b>Source</b>	Order already designed and priced
<b>Target</b>	Price out-of-date

### Association relation

<b>Type</b>	Association relation
<b>Source</b>	Complete building
<b>Target</b>	On-time delivery

### Aggregation relation

<b>Type</b>	Aggregation relation
<b>Source</b>	Unified view of customer company-wide
<b>Target</b>	Customer data integration and standardisation

### Realization relation

<b>Type</b>	Realization relation
<b>Source</b>	Customer data integration and standardisation
<b>Target</b>	Increase data transparency

### Aggregation relation

<b>Type</b>	Aggregation relation
<b>Source</b>	Complete building
<b>Target</b>	Obtain beams

### Realization relation

<b>Type</b>	Realization relation
<b>Source</b>	Enhance sales risk management
<b>Target</b>	Maximization of average revenue per customer

## Realization relation

<b>Type</b>	Realization relation
<b>Source</b>	Unified view of customer company-wide
<b>Target</b>	Optimize order handling

## Association relation

<b>Type</b>	Association relation
<b>Source</b>	Obtain beams
<b>Target</b>	Order already designed and priced

## Association relation

<b>Type</b>	Association relation
<b>Source</b>	Too many late order fullfilments
<b>Target</b>	Optimize order handling

## Association relation

<b>Type</b>	Association relation
<b>Source</b>	Baseline 2013
<b>Target</b>	Gap Baseline - Transition architecture

## Association relation

<b>Type</b>	Association relation
<b>Source</b>	Gap Baseline - Transition architecture
<b>Target</b>	Transition architecture2014

## Realization relation

<b>Type</b>	Realization relation
<b>Source</b>	CRM project
<b>Target</b>	Deployed CRM application

## Realization relation

<b>Type</b>	Realization relation
<b>Source</b>	Deployed CRM application
<b>Target</b>	CRM system

## Aggregation relation

<b>Type</b>	Aggregation relation
<b>Source</b>	CRM transformation
<b>Target</b>	Business project

## Realization relation

<b>Type</b>	Realization relation
<b>Source</b>	Redesigned business processes
<b>Target</b>	Customer approval service

## Realization relation

Type	Realization relation
Source	Redesigned business processes
Target	Process customer order

## Association relation

Type	Association relation
Source	Gap transition architecture - Target architecture
Target	Target architecture 2015

## Aggregation relation

Type	Aggregation relation
Source	Target architecture 2015
Target	CRM system

## Association relation

Type	Association relation
Source	Transition architecture2014
Target	Gap transition architecture - Target architecture

## Aggregation relation

Type	Aggregation relation
Source	Target state
Target	Customer order monitoring application

## Realization relation

Type	Realization relation
Source	Customer order monitoring project
Target	Deployed Customer order monitoring application

## Realization relation

Type	Realization relation
Source	Redeveloped application interfaces
Target	Customer risk interface

## Triggering relation

Type	Triggering relation
Source	Transition architecture2014
Target	Target architecture 2015

## Aggregation relation

Type	Aggregation relation
Source	Transition state

<b>Target</b>	CRM system
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### Realization relation

<b>Type</b>	Realization relation
<b>Source</b>	Revised business processes
<b>Target</b>	Register order

### Realization relation

<b>Type</b>	Realization relation
<b>Source</b>	Redesigned business processes
<b>Target</b>	Track customer order

### Aggregation relation

<b>Type</b>	Aggregation relation
<b>Source</b>	Target architecture 2015
<b>Target</b>	Customer risk interface

### Realization relation

<b>Type</b>	Realization relation
<b>Source</b>	Project CRM system
<b>Target</b>	Deployed hardware

### Realization relation

<b>Type</b>	Realization relation
<b>Source</b>	Project CRM system
<b>Target</b>	Redeveloped application interfaces

### Realization relation

<b>Type</b>	Realization relation
<b>Source</b>	Deployed hardware
<b>Target</b>	Application server

### Realization relation

<b>Type</b>	Realization relation
<b>Source</b>	Redesigned business processes
<b>Target</b>	Order information service

### Aggregation relation

<b>Type</b>	Aggregation relation
<b>Source</b>	CRM transformation program
<b>Target</b>	Customer order monitoring project

### Triggering relation

<b>Type</b>	Triggering relation
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<b>Source</b>	Current state
<b>Target</b>	Transition state

### Aggregation relation

<b>Type</b>	Aggregation relation
<b>Source</b>	Target state
<b>Target</b>	Track customer order

### Aggregation relation

<b>Type</b>	Aggregation relation
<b>Source</b>	CRM transformation program
<b>Target</b>	CRM project

### Aggregation relation

<b>Type</b>	Aggregation relation
<b>Source</b>	CRM transformation
<b>Target</b>	Project CRM system

### Aggregation relation

<b>Type</b>	Aggregation relation
<b>Source</b>	Target architecture 2015
<b>Target</b>	Process customer order

### Realization relation

<b>Type</b>	Realization relation
<b>Source</b>	Customer order monitoring project
<b>Target</b>	Redesigned business processes

### Realization relation

<b>Type</b>	Realization relation
<b>Source</b>	CRM project
<b>Target</b>	Redesigned business processes

### Aggregation relation

<b>Type</b>	Aggregation relation
<b>Source</b>	Target architecture 2015
<b>Target</b>	Application server

### Aggregation relation

<b>Type</b>	Aggregation relation
<b>Source</b>	Transition state
<b>Target</b>	Approve customer data

## Aggregation relation

Type	Aggregation relation
Source	Transition state
Target	Process customer order

## Aggregation relation

Type	Aggregation relation
Source	Target architecture 2015
Target	Register order

## Realization relation

Type	Realization relation
Source	Project CRM system
Target	Revised business processes

## Aggregation relation

Type	Aggregation relation
Source	Target state
Target	Order information service

## Realization relation

Type	Realization relation
Source	Project CRM system
Target	Deployed CRM application

## Realization relation

Type	Realization relation
Source	Revised business processes
Target	Process customer order

## Aggregation relation

Type	Aggregation relation
Source	Transition architecture 2014
Target	Register order

## Realization relation

Type	Realization relation
Source	Redesigned business processes
Target	Approve customer data

## Aggregation relation

Type	Aggregation relation
Source	Transition state
Target	Customer approval service

## Triggering relation

Type	Triggering relation
Source	Baseline 2013
Target	Transition architecture2014

## Realization relation

Type	Realization relation
Source	Deployed Customer order monitoring application
Target	Customer order monitoring application

## Triggering relation

Type	Triggering relation
Source	Transition state
Target	Target state

## Aggregate order

Type	Flow relation
Source	Commercial
Target	Sales

## Aggregate order info

Type	Flow relation
Source	Sales
Target	Commercial

## Bank statement

Type	Flow relation
Source	Bank
Target	DCFinance

## Contract

Type	Flow relation
Source	DC Customer relations
Target	Customer

## Contract

Type	Flow relation
Source	DC Customer relations
Target	Customer

## Cust credit assessment

Type	Flow relation
Source	Finance

<b>Target</b>	DC Customer relations
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## Cust credit assessment

<b>Type</b>	Flow relation
<b>Source</b>	Finance
<b>Target</b>	DC Customer relations

## Cust. credit analysis req

<b>Type</b>	Flow relation
<b>Source</b>	DC Customer relations
<b>Target</b>	Finance

## Cust. credit profile

<b>Type</b>	Flow relation
<b>Source</b>	DC Customer relations
<b>Target</b>	Commercial

## Cust. exposure req

<b>Type</b>	Flow relation
<b>Source</b>	Commercial
<b>Target</b>	DC Customer relations

## Cust. exposure req

<b>Type</b>	Flow relation
<b>Source</b>	Commercial
<b>Target</b>	DC Customer relations

## Cust.credit analysis requirement

<b>Type</b>	Flow relation
<b>Source</b>	DC Customer relations
<b>Target</b>	Finance

## Customer order

<b>Type</b>	Flow relation
<b>Source</b>	Commercial
<b>Target</b>	Sales

## Delivery confirmation

<b>Type</b>	Flow relation
<b>Source</b>	Customer
<b>Target</b>	Distribution

## Delivery confirmation

<b>Type</b>	Flow relation
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<b>Source</b>	Customer
<b>Target</b>	Distribution

## Delivery notification

<b>Type</b>	Flow relation
<b>Source</b>	Distribution
<b>Target</b>	Customer

## Delivery notification

<b>Type</b>	Flow relation
<b>Source</b>	Distribution
<b>Target</b>	Customer

## Equipment & process specific data

<b>Type</b>	Flow relation
<b>Source</b>	Level 0-2 functions
<b>Target</b>	Production data collection

## Equipment and process specific production rules

<b>Type</b>	Flow relation
<b>Source</b>	Product definition management
<b>Target</b>	Level 0-2 functions

## Final products

<b>Type</b>	Flow relation
<b>Source</b>	Warehousing
<b>Target</b>	Logistics

## Final products

<b>Type</b>	Flow relation
<b>Source</b>	Production
<b>Target</b>	Logistics

## Final products

<b>Type</b>	Flow relation
<b>Source</b>	Production
<b>Target</b>	Logistics

## Final products

<b>Type</b>	Flow relation
<b>Source</b>	Warehousing
<b>Target</b>	Logistics

## GDN

Type	Flow relation
Source	Logistics
Target	Warehousing

## GDN

Type	Flow relation
Source	Logistics
Target	Sales

## GDN

Type	Flow relation
Source	Logistics
Target	Warehousing

## GDN

Type	Flow relation
Source	Distribution
Target	Commercial

## GDN

Type	Flow relation
Source	Logistics
Target	Sales

## GDN

Type	Flow relation
Source	Distribution
Target	Commercial

## Inquiry

Type	Flow relation
Source	Customer
Target	DC Customer relations

## Inquiry

Type	Flow relation
Source	Customer
Target	DC Customer relations

## Invoice

Type	Flow relation
Source	Commercial
Target	Customer

## Invoice

Type	Flow relation
Source	Commercial
Target	DCFinance

## Invoice

Type	Flow relation
Source	Commercial
Target	Customer

## Invoice

Type	Flow relation
Source	Commercial
Target	DCFinance

## New customer approved

Type	Flow relation
Source	Customer relationship management
Target	DC Customer relations

## New customer assessment request

Type	Flow relation
Source	DC Customer relations
Target	Customer relationship management

## Offer

Type	Flow relation
Source	Commercial
Target	Customer

## Offer

Type	Flow relation
Source	Commercial
Target	Customer

## Operational commands

Type	Flow relation
Source	Production execution management
Target	Level 0-2 functions

## Operational responses

Type	Flow relation
Source	Level 0-2 functions

<b>Target</b>	Production execution management
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## Order

<b>Type</b>	Flow relation
<b>Source</b>	Customer
<b>Target</b>	Commercial

## Order

<b>Type</b>	Flow relation
<b>Source</b>	Customer
<b>Target</b>	Commercial

## Order assess.

<b>Type</b>	Flow relation
<b>Source</b>	DC Customer relations
<b>Target</b>	Commercial

## Order assessment

<b>Type</b>	Flow relation
<b>Source</b>	DC Customer relations
<b>Target</b>	Commercial

## Order info

<b>Type</b>	Flow relation
<b>Source</b>	Commercial
<b>Target</b>	Customer

## Order info

<b>Type</b>	Flow relation
<b>Source</b>	Commercial
<b>Target</b>	Customer

## Production order

<b>Type</b>	Flow relation
<b>Source</b>	Sales
<b>Target</b>	Production

## Production order

<b>Type</b>	Flow relation
<b>Source</b>	Sales
<b>Target</b>	Production

## Raw materials

<b>Type</b>	Flow relation
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<b>Source</b>	Logistics
<b>Target</b>	Production

## Raw materials

<b>Type</b>	Flow relation
<b>Source</b>	Warehousing
<b>Target</b>	Production

## Raw materials

<b>Type</b>	Flow relation
<b>Source</b>	Procurement
<b>Target</b>	Production

## Raw materials

<b>Type</b>	Flow relation
<b>Source</b>	Procurement
<b>Target</b>	Production

## Realizes

<b>Type</b>	Realization relation
<b>Source</b>	Application service
<b>Target</b>	IT Goal

## Realizes

<b>Type</b>	Realization relation
<b>Source</b>	Application component
<b>Target</b>	Application service

## Realizes

<b>Type</b>	Realization relation
<b>Source</b>	Business service
<b>Target</b>	Business Goal

## Realizes

<b>Type</b>	Realization relation
<b>Source</b>	Business process
<b>Target</b>	Business service

## Realizes

<b>Type</b>	Realization relation
<b>Source</b>	Server
<b>Target</b>	Application component

## Realizes

Type	Realization relation
Source	Business Transformation Project
Target	Business service

## Realizes

Type	Realization relation
Source	IT Development Project
Target	Application service

## Shipping order

Type	Flow relation
Source	Sales
Target	Logistics

## Shipping order

Type	Flow relation
Source	Commercial
Target	Distribution

## Shipping order

Type	Flow relation
Source	Sales
Target	Logistics

## Shipping order

Type	Flow relation
Source	Commercial
Target	Distribution

## Standards and Customer Requirements

Type	Flow relation
Source	Enterprise: Marketing & Sales
Target	Control: quality assurance

## Used by

Type	Serving relation
Source	Application service
Target	Business process