# Description of Enterprise

The Bank of Asia (BA) is one of the largest banking and financial services in the world. BA enables customers to manage their money, transfer money, make investments and borrow money. Being one of the leading international banks, BA uses different information systems to keep their day-to-day operations go smoothly. Their transaction processing system (TPS) is used to track a customer’s transaction, such as bank transfers, withdrawals, and deposits just to name a few. Another use of TPS is to make sure all transactions are recorded and customers know exactly what happens with their money. The decision support system (DSS) is another type of information system BA uses. DSS is used to analyze a customer’s habits and decision making to make a personalized marketing knowledge about the customer. DSS lets banks like BA make a fast, accurate and computerized business intelligence system. In addition to these 2 information system, BA also uses a customer relationship management system (CRM). The CRM is used to store customer information and helps with any enquiry from the customer.

# Zachman Framework

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| Model (perspective) *Role* | *What*  Data  (entities) | *How*  Process  (activities) | *Where*  Network  (location) | *Who*  People | *When*  Time | *Why*  Motivation |
| Scope  (conceptual)  Planner | Account statements, official documents | Important banking services | Globally, main HQ is in Asia | Clients and major bank partners | Monthly statements | Business strategic plan |
| Enterprise model  (conceptual)  *Owner/Analyst* | ER Diagram | BPMN Diagram | Structure and interrelations between different departments in the bank | Management agents and customer services | Monthly/weekly reports | For profit and business growth |
| System model  (logical)  *Designer* | Data structure diagrams of user accounts | UML activity diagrams, data flow during fund transfers or during any transactions | Dedicated web servers | Use case diagram | Bank even phases and process components | Business policies and rules |
| Technical model  (physical)  *Builder* | Database Schemas, XML Schemas | UML Class Diagram | Bank information network detailed architecture | Clients who uses the bank website and maintainers who uses the back-end interfaces | Monitoring facility | System operational requirements |
| Component model  (component)  *Sub-contractor* | MySQL Database or NoSQL Database | Pseudocode and UML sequence diagrams | LAN and internet protocol | Administrators and editor roles | Defined timescales or deadlines | Technical requirements |
| Functioning Enterprise  (functioning)  *User* | Functioning database | Procedure and system documentation, code | Windows 10/Mac desktops and web portals | Clients, sales representative and operations personnel | Client queries, real time events, communication flow, emails and phone calls | Delivering professional and satisfactory service to customers |