Database data migration process for Workbit Zachman Framework

Workbit (Workbit UK Ltd) is a company that provides software for companies using Defence Systems Approach to Training (DSAT). The company aims to deliver software required to replace the existing training software with newer and more advanced technology. The biggest task is to migrate the existing client’s database into the new software. As a small company, Workbit maintains close relationships with its customers using a Service Desk, visiting clients on-site and having weekly catchup meetings. Workbit’s team is available to clients by phone and email 24/7. Finally, Workbit is using a Customer Relationship Management System, which stores customer information and supports phone operators when dealing with a client, helping them to store notes, issue tickets, track progress of logged issues and record phone calls. Workbit uses Crisp for a service desk and keeps a record of all customer queries.

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|  | **What** (Data) | **How** (Function) | **Where** (Location) | **Who**  (Person) | **When**  (Time) | **Why**  (Motivation) |
| **Scope** (Contextual) *Planner* | Software available for clients to use | Migrating the database from old software | UWE Future Space, Client’s headquarters | Workbit team (software developers), Client team (content developers) | Continuous updates, Weekly catch up meetings | Fulfilling client’s needs and getting more clients as a result |
| **Enterprise Model** (Conceptual) *Owner* | Product delivery process model | Business process model, BMPN transfer of database data | UWE Future Space, Client’s headquarters | Workbit team (Management), Client team (Management) | Continuous updates, Weekly catch up meetings | Maintaining contractual obligations, fulfilling expectations |
| **System Model** (Logical)  *Designer* | Logical Data model, data structure diagrams of database data migration | Application architecture diagram, describing the usage instructions | Working on-premises using remote desktop, Using VDI’s to access client’s data remotely | Describing the users in the system, UML Use Case Diagrams | Setting phases and milestones of the project | Maintaining contractual obligations, fulfilling expectations |
| **Technology Model** (Physical) *Builder* | Physical Data model, Database schemas and actual database migration information | UML Class Diagrams | Technology Architecture,  Windows Remote Desktop Access | Service and product request interface description | Product and service request system control structure | Ethics and Conduct of work |
| **Detailed Representation** (Out of Context) *Subcontractor* | MongoDB database data transfer | UML Sequence diagrams, automated tools to transfer data | On-premises (no access to the internet allowed due to security), online data transfer | Security compliant user hierarchy, Super admins, course creators and authenticated users | Adhering to set timescales and completing tasks to expected quality | Working according to the contract set terms |
| **Actual Functioning System**  (Functioning product) | Completed usable product and migrated full database data | Code, Usable product to create training materials | Linux sub-systems, Windows 10 systems, workstations, remote desktops | Content creators, Instructors, Administrators | Real time content creation and collaboration, live support 24/7 | Professional product and service delivery |