ArchiMetal

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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

Element	Type
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

Element	Type
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

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

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 scheduliing	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 scheduliing	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 fullfilment	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

Element	Type
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 fullfilment	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

Element	Type
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

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 fullfilment	Assessment
Innovate customer services	Goal
Lead time to customer too long	Assessment
Management	Stakeholder
Market pressure on service innovation	Assessment

Element	Type
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 architecture2014	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

Element	Type
Customer data management application	Application Component
Customer relationship management	Business Function
DC Benelux	Business Role
DC order management	Application Component
Distributers 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

Actors
Customer
External business services
Develop contract service
Order registration service
Invoicin g service
Delivery service
Order information service
Internal business services
Customer approval service
Customer risk assessment service
Business processes
Develop contract
Register order
Track customer order
Process customer order
Applications
CRM system
ERP application
Customer order monitoring application
EAI bus

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 fullfilment	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 fullfilment	Assessment
Lead time to customer too long	Assessment
Management	Stakeholder
Market pressure on service innovation	Assessment
Service quality	Driver
Suboptimal client profiling	Assessment
Underdevelopped 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

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 administratoin 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

Element	Type
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

Element	Type
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

Element	Type
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

Element	Type
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

Element	Type
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 analysi

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 Actor

Credit

Type	Business Function

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 Object

Customer

Type	Business Role

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 Actor

DC Benelux

Type	Business Role

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 Actor

Distribution

Type	Business Function

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 Actor

HQ

Type	Business Role

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 Function

Logistics

Type	Business Actor

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 Function

Marketing

Type	Business Actor

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 Actor

Opportunity

Type	Business Object

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 Actor

Procurement

Type	Business Function

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 Actor

Sales manager

Type	Business Role

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 Component

CRM

Type	Application Service

CRM

Type	Application Function

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 administratoin 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 Service

ERP

Type	Application Component

> ERP

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

Financial application

Type	Application Component

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 scheduliing

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 fullfilment

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 forecasing 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 architecture2014

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

Serving relation

Type	Serving relation
Source	Integrated customer-centric solution
Target	CRM

Association relation

Type	Association relation
Source	LAN
Target	Mainframe

Association relation

Type	Association relation
Source	LAN
Target	UNIX Servers

Aggregation relation

Type	Aggregation relation
Source	Transition state
Target	Process customer 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

Association relation

Type	Association relation
Source	Gap Baseline - Transition architecture
Target	Transition architecture2014

Triggering relation

Type	Triggering relation
Source	Transition state
Target	Target state

Realization relation

Type	Realization relation

Source	Deployed Customer order monitoring application
Target	Customer order monitoring application

Realization relation

Type	Realization relation
Source	CRM project
Target	Deployed CRM application

Triggering relation

Type	Triggering relation
Source	Baseline 2013
Target	Transition architecture2014

Realization relation

Type	Realization relation
Source	Redeveloped application interfaces
Target	Customer risk interface

Realization relation

Type	Realization relation
Source	Deployed CRM application
Target	CRM system

Realization relation

Type	Realization relation
Source	Project CRM system
Target	Deployed hardware

Aggregation relation

Type	Aggregation relation
Source	Transition state
Target	Approve customer data

Association relation

Type	Association relation
Source	Baseline 2013
Target	Gap Baseline - Transition architecture

Aggregation relation

Type	Aggregation relation
Source	CRM transformation program
Target	CRM project

Realization relation

Type	Realization relation
Source	Revised business processes
Target	Process customer order

Association relation

Type	Association relation
Source	Transition architecture2014
Target	Gap transition architecture - Target architecture

Aggregation relation

Type	Aggregation relation
Source	CRM transformation program
Target	Customer order monitoring project

Realization relation

Type	Realization relation
Source	Project CRM system
Target	Redeveloped application interfaces

Aggregation relation

Type	Aggregation relation
Source	Target state
Target	Track customer order

Triggering relation

Type	Triggering relation
Source	Transition architecture2014
Target	Target architecture 2015

Aggregation relation

Type	Aggregation relation
Source	Target architecture 2015
Target	CRM system

Aggregation relation

Type	Aggregation relation
Source	CRM transformation
Target	Business project

Realization relation

Type	Realization relation
Source	Revised business processes
Target	Register order

Aggregation relation

Type	Aggregation relation
Source	Transition architecture2014
Target	Register order

Realization relation

Type	Realization relation
Source	Deployed hardware
Target	Application server

Aggregation relation

Type	Aggregation relation
Source	Target architecture 2015
Target	Application server

Realization relation

Type	Realization relation
Source	Redesigned business processes
Target	Customer approval service

Aggregation relation

Type	Aggregation relation
Source	Target architecture 2015
Target	Register order

Aggregation relation

Type	Aggregation relation
Source	Target architecture 2015
Target	Process customer order

Aggregation relation

Type	Aggregation relation
Source	CRM transformation
Target	Project CRM system

Aggregation relation

Type	Aggregation relation
Source	Target state
Target	Order information service

Aggregation relation

Type	Aggregation relation
Source	Target architecture 2015

Target	Customer risk interface

Triggering relation

Type	Triggering relation
Source	Current state
Target	Transition state

Realization relation

Type	Realization relation
Source	Project CRM system
Target	Revised business processes

Realization relation

Type	Realization relation
Source	Redesigned business processes
Target	Track customer order

Realization relation

Type	Realization relation
Source	Project CRM system
Target	Deployed CRM application

Realization relation

Type	Realization relation
Source	Customer order monitoring project
Target	Redesigned business processes

Association relation

Type	Association relation
Source	Gap transition architecture - Target architecture
Target	Target architecture 2015

Realization relation

Type	Realization relation
Source	Redesigned business processes
Target	Order information service

Realization relation

Type	Realization relation
Source	Redesigned business processes
Target	Process customer order

Realization relation

Type	Realization relation

Source	Customer order monitoring project
Target	Deployed Customer order monitoring application

Realization relation

Type	Realization relation
Source	CRM project
Target	Redesigned business processes

Aggregation relation

Type	Aggregation relation
Source	Transition state
Target	CRM system

Aggregation relation

Type	Aggregation relation
Source	Target state
Target	Customer order monitoring application

Assignment relation

Type	Assignment relation
Source	Sales representative
Target	Enter order

Assignment relation

Type	Assignment relation
Source	DC Benelux
Target	Transmit orders

Assignment relation

Type	Assignment relation
Source	Production unit
Target	Continuous operations

Access relation

Type	Access relation
Source	Create bulk order
Target	Bulk order data

Aggregation relation

Type	Aggregation relation
Source	Enterprise: Business Planning & Logistics business functions
Target	Enterprise: Procurement

Assignment relation

Type	Assignment relation
Source	Unit
Target	Batch operations

Triggering relation

Type	Triggering relation
Source	New customer order
Target	Verify total exposure to customer

Access relation

Type	Access relation
Source	Analyze exposure
Target	Order data

Access relation

Type	Access relation
Source	Check availability
Target	DC order data

Specialization relation

Type	Specialization relation
Source	Enterprise: Material and Energy Control
Target	Enterprise: Business Planning & Logistics business functions

Access relation

Type	Access relation
Source	Update customer order
Target	Customer order data

Triggering relation

Type	Triggering relation
Source	Junction
Target	Develop approved proposal

Access relation

Type	Access relation
Source	Create bulk order
Target	Order data

Association relation

Type	Association relation
Source	Track customer order
Target	Customer order tracking service

Assignment relation

Type	Assignment relation
Source	Unit
Target	Process cell unit controller

Access relation

Type	Access relation
Source	Accept proposal
Target	Customer data

Triggering relation

Type	Triggering relation
Source	Approve credit risk assessment
Target	Approve credit

Access relation

Type	Access relation
Source	Initial profile assessment
Target	Assessment

Triggering relation

Type	Triggering relation
Source	Register customer
Target	Evaluate credit risk

Triggering relation

Type	Triggering relation
Source	Create order
Target	Verify total exposure to customer

Serving relation

Type	Serving relation
Source	Customer approval service
Target	Develop contract service

Access relation

Type	Access relation
Source	Analyze exposure
Target	Customer data

Triggering relation

Type	Triggering relation
Source	Activate plan

Target	Activate delivery schedule

Access relation

Type	Access relation
Source	Evaluate credit risk
Target	Credit risk policy

Access relation

Type	Access relation
Source	Create production order
Target	Production order data

Aggregation relation

Type	Aggregation relation
Source	Enterprise: Business Planning & Logistics business functions
Target	Enterprise: Product Cost Accounting

Aggregation relation

Type	Aggregation relation
Source	Order History
Target	New Order

Flow relation

Type	Flow relation
Source	Schedule
Target	Price

Triggering relation

Type	Triggering relation
Source	Evaluate customer credit
Target	Junction

Triggering relation

Type	Triggering relation
Source	Approve customer data
Target	Evaluate credit risk

Access relation

Type	Access relation
Source	Control: Production Scheduling (Local)
Target	Production Schedule (Cell/Unit/Line-Specific)

Association relation

Type	Association relation

Source	Logistics
Target	Transportation partner

Access relation

Type	Access relation
Source	Logistics
Target	Customer Information

Flow relation

Type	Flow relation
Source	Transmit orders
Target	Process DC order

Aggregation relation

Type	Aggregation relation
Source	Control: Manufacturing Operations & Control business functions
Target	Control: Material and Energy Control

Composition relation

Type	Composition relation
Source	Production line
Target	Work cell

Association relation

Type	Association relation
Source	Bulk order feedback
Target	Bulk order data

Association relation

Type	Association relation
Source	Production status request
Target	Production status

Realization relation

Type	Realization relation
Source	Develop contract
Target	Develop contract service

Assignment relation

Type	Assignment relation
Source	HQ
Target	Customer approval service

Access relation

Type	Access relation
Source	Update customer order
Target	Bulk order data

Triggering relation

Type	Triggering relation
Source	Evaluate credit risk
Target	Define pricing policy

Realization relation

Type	Realization relation
Source	ArchiMetal operations
Target	Metal Products and Services

Composition relation

Type	Composition relation
Source	Order data
Target	Order assessment

Access relation

Type	Access relation
Source	Control: Production Control
Target	Production Confirmation

Triggering relation

Type	Triggering relation
Source	Accept order
Target	Inform customer

Specialization relation

Type	Specialization relation
Source	Control: Material and Energy Control
Target	Control: Manufacturing Operations & Control business functions

Access relation

Type	Access relation
Source	Define pricing policy
Target	Pricing policy

Flow relation

Type	Flow relation
Source	Production resource management
Target	Detailed production scheduling

Access relation

Type	Access relation
Source	Define payment terms
Target	Customer credit profile

Serving relation

Type	Serving relation
Source	Enterprise functional integration
Target	Enterprise: Business Planning & Logistics business functions

Aggregation relation

Type	Aggregation relation
Source	Control: Manufacturing Operations & Control business functions
Target	Control: quality assurance

Specialization relation

Type	Specialization relation
Source	Control: Production Control
Target	Control: Manufacturing Operations & Control business functions

Triggering relation

Type	Triggering relation
Source	Create production order
Target	Create shipping order

Access relation

Type	Access relation
Source	Control: Production Scheduling (Local)
Target	Production Confirmation

Access relation

Type	Access relation
Source	Verify total exposure to customer
Target	Order data

Assignment relation

Type	Assignment relation
Source	HQ
Target	Customer risk assessment service

Aggregation relation

Type	Aggregation relation
Source	Enterprise Functions

Target	Enterprise: Business Planning & Logistics business functions

Access relation

Type	Access relation
Source	Define pricing policy
Target	Customer data

Access relation

Type	Access relation
Source	Approve credit
Target	Order assessment

Serving relation

Type	Serving relation
Source	Order registration service
Target	Customer

Access relation

Type	Access relation
Source	Transmit to production
Target	Bulk order data

Aggregation relation

Type	Aggregation relation
Source	Production performance
Target	Production response

Access relation

Type	Access relation
Source	Product definition management
Target	Product Definition

Realization relation

Type	Realization relation
Source	Shipping
Target	Delivery service

Serving relation

Type	Serving relation
Source	Approve credit risk assessment
Target	Customer risk assessment service

Assignment relation

Type	Assignment relation

Source	DC Benelux
Target	Register order

Association relation

Type	Association relation
Source	Add new production schedule
Target	New schedule acceptance

Triggering relation

Type	Triggering relation
Source	Customer order
Target	Register order

Access relation

Type	Access relation
Source	Accept order
Target	Shipping order data

Specialization relation

Type	Specialization relation
Source	Enterprise: Quality Assurance
Target	Enterprise: Business Planning & Logistics business functions

Flow relation

Type	Flow relation
Source	Register order
Target	Transmit orders

Aggregation relation

Type	Aggregation relation
Source	Enterprise: Business Planning & Logistics business functions
Target	Enterprise: Material and Energy Control

Triggering relation

Type	Triggering relation
Source	Accept order
Target	Customer order update

Flow relation

Type	Flow relation
Source	Enterprise: Research, Development & Engineering
Target	Control: Production Control

Aggregation relation

Type	Aggregation relation
Source	Production rule
Target	Product segment

Composition relation

Type	Composition relation
Source	Customer data
Target	Customer credit profile

Triggering relation

Type	Triggering relation
Source	Plan order
Target	Junction

Access relation

Type	Access relation
Source	Finance
Target	Customer Information

Triggering relation

Type	Triggering relation
Source	Day end
Target	Transmit orders

Access relation

Type	Access relation
Source	Inform customer
Target	Order data

Assignment relation

Type	Assignment relation
Source	Production center
Target	Process DC order

Access relation

Type	Access relation
Source	Update customer order
Target	Order data

Access relation

Type	Access relation
Source	Define payment terms
Target	Credit risk policy

Access relation

Type	Access relation
Source	Initial assessment
Target	Credit risk policy

Triggering relation

Type	Triggering relation
Source	Activate delivery schedule
Target	Ready production line

Serving relation

Type	Serving relation
Source	Customer risk assessment service
Target	Approve assessment

Access relation

Type	Access relation
Source	Service
Target	Sales Pipeline

Triggering relation

Type	Triggering relation
Source	Update DC order
Target	Inform DCs

Flow relation

Type	Flow relation
Source	Process DC order
Target	Transmit orders

Access relation

Type	Access relation
Source	Production tracking
Target	Production Performance

Assignment relation

Type	Assignment relation
Source	Business Collaboration
Target	Develop approved proposal

Composition relation

Type	Composition relation
Source	ArchiMetal operations

Target	Business function

Flow relation

Type	Flow relation
Source	Production resource management
Target	Production dispatching

Aggregation relation

Type	Aggregation relation
Source	Production request
Target	Segment requirement

Triggering relation

Type	Triggering relation
Source	Analyze exposure
Target	Initial assessment

Access relation

Type	Access relation
Source	Inform customer
Target	Customer data

Access relation

Type	Access relation
Source	Define credit limit
Target	Credit risk policy

Aggregation relation

Type	Aggregation relation
Source	Control: Manufacturing Operations & Control business functions
Target	Control: Product Inventory Control

Triggering relation

Type	Triggering relation
Source	Define credit limit
Target	Define payment terms

Serving relation

Type	Serving relation
Source	Control functional integration
Target	Enterprise-control functional interface

Flow relation

Type	Flow relation

Source	Detailed production scheduling
Target	Production tracking

Access relation

Type	Access relation
Source	Approve customer data
Target	Customer data

Association relation

Type	Association relation
Source	Production
Target	Supply partner

Association relation

Type	Association relation
Source	Production Schedule Update (Site/Area-Specific)
Target	Schedule Confirmation (Local)

Aggregation relation

Type	Aggregation relation
Source	Customer Information
Target	Interaction history

Access relation

Type	Access relation
Source	Define credit limit
Target	Customer credit profile

Specialization relation

Type	Specialization relation
Source	Control: quality assurance
Target	Control: Manufacturing Operations & Control business functions

Access relation

Type	Access relation
Source	Enterprise: Order Processing
Target	Order

Realization relation

Type	Realization relation
Source	Inform customer on order
Target	Order information service

Triggering relation

Type	Triggering relation
Source	New customer registered
Target	Evaluate credit risk

Triggering relation

Type	Triggering relation
Source	Prepare notification message
Target	Send notification to customer

Access relation

Type	Access relation
Source	Create customer credit profile
Target	Customer data

Access relation

Type	Access relation
Source	ArchiMetal operations
Target	Sales Pipeline

Assignment relation

Type	Assignment relation
Source	Production line
Target	Production line controller

Flow relation

Type	Flow relation
Source	Production execution management
Target	Production data collection

Association relation

Type	Association relation
Source	Schedule revision
Target	Schedule revision confirmation

Triggering relation

Type	Triggering relation
Source	Update customer order
Target	Customer order update

Access relation

Type	Access relation
Source	Production resource management
Target	Production Capability

Flow relation

Type	Flow relation
Source	Design
Target	Price

Serving relation

Type	Serving relation
Source	Customer risk assessment service
Target	Develop contract service

Realization relation

Type	Realization relation
Source	Track customer order
Target	Order information service

Aggregation relation

Type	Aggregation relation
Source	Enterprise: Business Planning & Logistics business functions
Target	Enterprise: Quality Assurance

Flow relation

Type	Flow relation
Source	Production tracking
Target	Production performance analysis

Aggregation relation

Type	Aggregation relation
Source	Order History
Target	Cancelled Order

Flow relation

Type	Flow relation
Source	Register order
Target	Track customer order

Access relation

Type	Access relation
Source	Initial assessment
Target	Order assessment

Access relation

Type	Access relation
Source	Create order

Target	Customer data

Triggering relation

Type	Triggering relation
Source	Register DC order
Target	Check availability

Specialization relation

Type	Specialization relation
Source	Control: Maintenance Management
Target	Control: Manufacturing Operations & Control business functions

Access relation

Type	Access relation
Source	Check availability
Target	Customer order data

Composition relation

Type	Composition relation
Source	Area
Target	Process cell

Access relation

Type	Access relation
Source	Check availability
Target	Inventory data

Assignment relation

Type	Assignment relation
Source	Production center
Target	Process customer order

Realization relation

Type	Realization relation
Source	Register order
Target	Order registration service

Association relation

Type	Association relation
Source	Segment requirement
Target	Product segment

Assignment relation

Type	Assignment relation

Source	DC Benelux
Target	Verify total exposure to customer

Access relation

Type	Access relation
Source	Detailed production scheduling
Target	Production Schedule

Triggering relation

Type	Triggering relation
Source	ArchiMetal operations
Target	Metal Products and Services

Access relation

Type	Access relation
Source	Finance
Target	Sales Pipeline

Aggregation relation

Type	Aggregation relation
Source	Production schedule
Target	Production request

Flow relation

Type	Flow relation
Source	Transmit orders
Target	Inform customer on order

Triggering relation

Type	Triggering relation
Source	Junction
Target	Evaluate customer credit

Access relation

Type	Access relation
Source	Send to customer
Target	Customer data

Assignment relation

Type	Assignment relation
Source	Work cell
Target	Work cell controller

Flow relation

Type	Flow relation
Source	Production dispatching
Target	Production execution management

Access relation

Type	Access relation
Source	Service
Target	Customer Information

Assignment relation

Type	Assignment relation
Source	DC Benelux
Target	Invoicing

Association relation

Type	Association relation
Source	Track customer order
Target	Customer order tracking service

Access relation

Type	Access relation
Source	Enterprise: Production Scheduling (Global)
Target	Schedule Confirmation (Local)

Triggering relation

Type	Triggering relation
Source	Register order
Target	Process customer order

Serving relation

Type	Serving relation
Source	Customer approval service
Target	Approve customer data

Access relation

Type	Access relation
Source	Enterprise: Order Processing
Target	Schedule Confirmation (Global)

Triggering relation

Type	Triggering relation
Source	Transmit to production
Target	Bulk order feedback

Access relation

Type	Access relation
Source	Evaluate credit risk
Target	Customer credit profile

Association relation

Type	Association relation
Source	Lead
Target	Sales Pipeline

Triggering relation

Type	Triggering relation
Source	Check availability
Target	Create production order

Access relation

Type	Access relation
Source	Accept proposal
Target	Customer signature

Access relation

Type	Access relation
Source	Enterprise: Order Processing
Target	Order Status

Composition relation

Type	Composition relation
Source	Area
Target	Production line

Aggregation relation

Type	Aggregation relation
Source	Control: Manufacturing Operations & Control business functions
Target	Control: Production Scheduling (Local)

Triggering relation

Type	Triggering relation
Source	Customer order registered
Target	Process customer order

Flow relation

Type	Flow relation
Source	Product definition management

Target	Production dispatching

Access relation

Type	Access relation
Source	Logistics
Target	Sales Pipeline

Serving relation

Type	Serving relation
Source	Register order
Target	Customer risk assessment service

Flow relation

Type	Flow relation
Source	Control: quality assurance
Target	Control: Production Control

Triggering relation

Type	Triggering relation
Source	Accept proposal
Target	Contract in place

Access relation

Type	Access relation
Source	Enterprise: Marketing & Sales
Target	Order

Assignment relation

Type	Assignment relation
Source	Logistics planner
Target	Activate delivery schedule

Triggering relation

Type	Triggering relation
Source	Verify total exposure to customer
Target	Accept order

Association relation

Type	Association relation
Source	Opportunity
Target	Sales Pipeline

Aggregation relation

Type	Aggregation relation

Source	Enterprise: Business Planning & Logistics business functions
Target	Enterprise: Maintenance Management

Triggering relation

Type	Triggering relation
Source	Enter order
Target	Junction

Assignment relation

Type	Assignment relation
Source	DC Benelux
Target	Evaluate credit risk

Access relation

Type	Access relation
Source	Marketing
Target	Sales Pipeline

Flow relation

Type	Flow relation
Source	Enterprise: Research, Development & Engineering
Target	Control: quality assurance

Composition relation

Type	Composition relation
Source	ArchiMetal operations
Target	Business function (2)

Specialization relation

Type	Specialization relation
Source	Enterprise: Maintenance Management
Target	Enterprise: Business Planning & Logistics business functions

Access relation

Type	Access relation
Source	Approve credit
Target	Customer credit profile

Assignment relation

Type	Assignment relation
Source	DC Benelux
Target	Develop contract

Aggregation relation

Type	Aggregation relation
Source	Enterprise Functions
Target	Enterprise: Research, Development & Engineering

Assignment relation

Type	Assignment relation
Source	Work cell
Target	Repetitive or discrete operations

Access relation

Type	Access relation
Source	Accept order
Target	Order data

Access relation

Type	Access relation
Source	Production
Target	Sales Pipeline

Aggregation relation

Type	Aggregation relation
Source	Control: Manufacturing Operations & Control business functions
Target	Control: Production Control

Flow relation

Type	Flow relation
Source	Design
Target	Schedule

Flow relation

Type	Flow relation
Source	Product definition management
Target	Production execution management

Access relation

Type	Access relation
Source	Initial profile assessment
Target	Credit risk policy

Assignment relation

Type	Assignment relation
Source	DC Benelux
Target	Inform customer on order

Assignment relation

Type	Assignment relation
Source	DC Benelux
Target	Shipping

Aggregation relation

Type	Aggregation relation
Source	Production response
Target	Segment response

Access relation

Type	Access relation
Source	Update DC order
Target	DC order data

Association relation

Type	Association relation
Source	Segment response
Target	Segment requirement

Aggregation relation

Type	Aggregation relation
Source	Enterprise Functions
Target	Enterprise: Marketing & Sales

Association relation

Type	Association relation
Source	Add new equipment
Target	New equipment confirmation

Access relation

Type	Access relation
Source	Create production order
Target	Customer order data

Aggregation relation

Type	Aggregation relation
Source	Enterprise: Business Planning & Logistics business functions
Target	Enterprise: Order Processing

Composition relation

Type	Composition relation
Source	Site

Target	Area

Aggregation relation

Type	Aggregation relation
Source	Control: Manufacturing Operations & Control business functions
Target	Control: Maintenance Management

Access relation

Type	Access relation
Source	Sales
Target	Customer Information

Access relation

Type	Access relation
Source	Control: Production Scheduling (Local)
Target	Production Schedule Update (Site/Area-Specific)

Flow relation

Type	Flow relation
Source	Production tracking
Target	Production dispatching

Association relation

Type	Association relation
Source	New Order
Target	Cancelled Order

Access relation

Type	Access relation
Source	Approve customer
Target	Customer data

Serving relation

Type	Serving relation
Source	Invoicing service
Target	Customer

Access relation

Type	Access relation
Source	Accept proposal
Target	Contract

Composition relation

Type	Composition relation

Source	New schedule acceptance
Target	Production status request

Serving relation

Type	Serving relation
Source	Delivery service
Target	Customer

Triggering relation

Type	Triggering relation
Source	Update customer order
Target	Inform customer

Triggering relation

Type	Triggering relation
Source	Bulk order feedback
Target	Inform customer on order

Access relation

Type	Access relation
Source	Enterprise: Marketing & Sales
Target	Order Status

Specialization relation

Type	Specialization relation
Source	Enterprise: Order Processing
Target	Enterprise: Business Planning & Logistics business functions

Flow relation

Type	Flow relation
Source	Production data collection
Target	Production dispatching

Assignment relation

Type	Assignment relation
Source	HQ
Target	Credit risk assessment

Composition relation

Type	Composition relation
Source	Customer credit profile
Target	Assessment

Serving relation

Type	Serving relation
Source	Develop contract service
Target	Customer

Triggering relation

Type	Triggering relation
Source	Ready production line
Target	Produce order

Serving relation

Type	Serving relation
Source	Control functional integration
Target	Control: Manufacturing Operations & Control business functions

Flow relation

Type	Flow relation
Source	Process customer order
Target	Track customer order

Triggering relation

Type	Triggering relation
Source	Approve assessment
Target	Approve customer

Access relation

Type	Access relation
Source	Create order
Target	Product data

Triggering relation

Type	Triggering relation
Source	Accept proposal
Target	Send to customer

Triggering relation

Type	Triggering relation
Source	Define pricing policy
Target	Accept proposal

Access relation

Type	Access relation
Source	ArchiMetal operations
Target	Customer Information

Access relation

Type	Access relation
Source	Inform customer
Target	Customer data

Realization relation

Type	Realization relation
Source	Contract
Target	Contract data

Access relation

Type	Access relation
Source	Register customer
Target	Customer data

Assignment relation

Type	Assignment relation
Source	Production unit
Target	Production unit controller

Assignment relation

Type	Assignment relation
Source	Process cell
Target	Process cell controller

Access relation

Type	Access relation
Source	Evaluate credit risk
Target	Customer data

Access relation

Type	Access relation
Source	Marketing
Target	Customer Information

Access relation

Type	Access relation
Source	Send to customer
Target	Contract data

Aggregation relation

Type	Aggregation relation
Source	Enterprise: Business Planning & Logistics business functions

Target	Enterprise: Product Shipping Admin

Triggering relation

Type	Triggering relation
Source	Create shipping order
Target	Update DC order

Triggering relation

Type	Triggering relation
Source	New order received
Target	Enter order

Serving relation

Type	Serving relation
Source	Site
Target	Enterprise

Access relation

Type	Access relation
Source	Register DC order
Target	Bulk order data

Triggering relation

Type	Triggering relation
Source	Contract in place
Target	Activate plan

Realization relation

Type	Realization relation
Source	Invoicing
Target	Invoicing service

Association relation

Type	Association relation
Source	Product segment
Target	Process segment capability

Specialization relation

Type	Specialization relation
Source	Control: Production Scheduling (Local)
Target	Control: Manufacturing Operations & Control business functions

Triggering relation

Type	Triggering relation

Source	Register customer
Target	Approve customer data

Assignment relation

Type	Assignment relation
Source	Manufacturing engineer
Target	Ready production line

Triggering relation

Type	Triggering relation
Source	Develop approved proposal
Target	Accept proposal

Triggering relation

Type	Triggering relation
Source	Initial assessment
Target	Approve credit risk assessment

Access relation

Type	Access relation
Source	Register DC order
Target	Distributor data

Access relation

Type	Access relation
Source	Evaluate credit risk
Target	Assessment

Access relation

Type	Access relation
Source	Create shipping order
Target	Shipping order data

Assignment relation

Type	Assignment relation
Source	Production planner
Target	Activate plan

Triggering relation

Type	Triggering relation
Source	Approve customer
Target	Define credit limit

Aggregation relation

Type	Aggregation relation
Source	Enterprise: Business Planning & Logistics business functions
Target	Enterprise: Production Scheduling (Global)

Triggering relation

Type	Triggering relation
Source	Create customer credit profile
Target	Initial profile assessment

Triggering relation

Type	Triggering relation
Source	Inquiry
Target	Develop contract

Serving relation

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

Specialization relation

Type	Specialization relation
Source	Enterprise: Procurement
Target	Enterprise: Business Planning & Logistics business functions

Access relation

Type	Access relation
Source	Enterprise: Order Processing
Target	Production Requirement

Association relation

Type	Association relation
Source	ArchiBuilder
Target	Order History

Triggering relation

Type	Triggering relation
Source	Create bulk order
Target	Transmit to production

Realization relation

Type	Realization relation
Source	EDI
Target	Bulk order data

Triggering relation

Type	Triggering relation
Source	Initial profile assessment
Target	Approve assessment

Serving relation

Type	Serving relation
Source	Order information service
Target	Customer

Realization relation

Type	Realization relation
Source	Credit risk assessment
Target	Customer risk assessment service

Access relation

Type	Access relation
Source	Control: Production Control
Target	Production Schedule (Cell/Unit/Line-Specific)

Access relation

Type	Access relation
Source	Sales
Target	Sales Pipeline

Specialization relation

Type	Specialization relation
Source	Enterprise: Production Scheduling (Global)
Target	Enterprise: Business Planning & Logistics business functions

Assignment relation

Type	Assignment relation
Source	Manufacturing engineer
Target	Plan order

Serving relation

Type	Serving relation
Source	Control: Product Inventory Control
Target	Control: Production Scheduling (Local)

Composition relation

Type	Composition relation
Source	Area

Target	Production unit

Access relation

Type	Access relation
Source	Enterprise: Production Scheduling (Global)
Target	Schedule Confirmation (Global)

Triggering relation

Type	Triggering relation
Source	Junction
Target	Plan order

Composition relation

Type	Composition relation
Source	Activate delivery schedule
Target	Send delivery orders

Access relation

Type	Access relation
Source	Verify total exposure to customer
Target	Customer data

Flow relation

Type	Flow relation
Source	Production data collection
Target	Production tracking

Access relation

Type	Access relation
Source	Enterprise: Production Scheduling (Global)
Target	Production Requirement

Aggregation relation

Type	Aggregation relation
Source	Enterprise: Business Planning & Logistics business functions
Target	Enterprise: Product Inventory Control

Specialization relation

Type	Specialization relation
Source	Enterprise: Product Cost Accounting
Target	Enterprise: Business Planning & Logistics business functions

Serving relation

Type	Serving relation

Source	Metal Products and Services
Target	Customer

Access relation

Type	Access relation
Source	Production
Target	Customer Information

Serving relation

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

Triggering relation

Type	Triggering relation
Source	Create shipping order
Target	Update customer order

Access relation

Type	Access relation
Source	Control: Production Scheduling (Local)
Target	Schedule Confirmation (Local)

Composition relation

Type	Composition relation
Source	Process cell
Target	Unit

Association relation

Type	Association relation
Source	Customer
Target	Sales Pipeline

Association relation

Type	Association relation
Source	Production response
Target	Production request

Access relation

Type	Access relation
Source	Verify total exposure to customer
Target	Credit risk policy

Association relation

Type	Association relation
Source	Contact
Target	Sales Pipeline

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: Customer Service

Composition relation

Type	Composition relation
Source	ArchiBuilder
Target	Purchasing agent

Assignment relation

Type	Assignment relation
Source	HQ
Target	Track customer order

Specialization relation

Type	Specialization relation
Source	Control: Product Inventory Control
Target	Control: Manufacturing Operations & Control business functions

Access relation

Type	Access relation
Source	Create shipping order
Target	Customer order data

Assignment relation

Type	Assignment relation
Source	Credit specialist
Target	Evaluate customer credit

Assignment relation

Type	Assignment relation
Source	Customer representative
Target	Accept proposal

Specialization relation

Type	Specialization relation
Source	Enterprise: Product Inventory Control
Target	Enterprise: Business Planning & Logistics business functions

Access relation

Type	Access relation
Source	Develop approved proposal
Target	Contract

Triggering relation

Type	Triggering relation
Source	Customer order update
Target	Track customer order

Assignment relation

Type	Assignment relation
Source	ArchiMetal
Target	Develop contract

Serving relation

Type	Serving relation
Source	DC orders statuses service
Target	Inform DCs

Serving relation

Type	Serving relation
Source	Shipping order creation service
Target	Create shipping order

Serving relation

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

Composition relation

Type	Composition relation
Source	CRM
Target	Retention

Realization relation

Type	Realization relation
Source	Resource segment capability

Target	Process segment capability

Serving relation

Type	Serving relation
Source	ERP
Target	Plan order

Association relation

Type	Association relation
Source	Resource actual property
Target	Resource requirement property

Composition relation

Type	Composition relation
Source	Retention
Target	Web customer Service

Composition relation

Type	Composition relation
Source	ERP
Target	Planning Module

Serving relation

Type	Serving relation
Source	Control application Integration
Target	Control functional integration

Specialization relation

Type	Specialization relation
Source	RESPOND
Target	PUSH message

Serving relation

Type	Serving relation
Source	Control application functions
Target	Control: Manufacturing Operations & Control business functions

Serving relation

Type	Serving relation
Source	Enterprise application integration
Target	Enterprise: Quality Assurance

Realization relation

Type	Realization relation

Source	CRM system
Target	Customer credit analysis service

Serving relation

Type	Serving relation
Source	Shipping application
Target	Production center

Serving relation

Type	Serving relation
Source	Customer administration service
Target	Register customer

Serving relation

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

Realization relation

Type	Realization relation
Source	Customer order monitoring application
Target	Customer order tracking service

Flow relation

Type	Flow relation
Source	Financial application HQ
Target	EAI bus

Realization relation

Type	Realization relation
Source	Order management application
Target	Customer order history information service

Flow relation

Type	Flow relation
Source	EAI bus
Target	Financial application

Flow relation

Type	Flow relation
Source	Financial application
Target	EAI bus

Realization relation

Type	Realization relation
Source	GET
Target	Production status request

Serving relation

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

Realization relation

Type	Realization relation
Source	CRM system
Target	Contract creating service

Serving relation

Type	Serving relation
Source	CRM system
Target	Customer risk assessment service

Association relation

Type	Association relation
Source	Resource specification
Target	Resource segment capability

Realization relation

Type	Realization relation
Source	CRM system
Target	Customer administration service

Realization relation

Type	Realization relation
Source	Create customer contract
Target	Contract creation service

Serving relation

Type	Serving relation
Source	Enterprise application functions
Target	Enterprise: Business Planning & Logistics business functions

Specialization relation

Type	Specialization relation
Source	ACKNOWLEDGE
Target	PUSH message

Serving relation

Type	Serving relation
Source	Enterprise: Research, Development & Engineering
Target	Enterprise: Research, Development & Engineering

Realization relation

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

Specialization relation

Type	Specialization relation
Source	CANCEL
Target	PUSH message

Serving relation

Type	Serving relation
Source	ERP application
Target	Process customer order

Serving relation

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

Serving relation

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

Assignment relation

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

Assignment relation

Type	Assignment relation
Source	Customer risk assessment
Target	Assess customer risk

Serving relation

Type	Serving relation
Source	Order administration service

Target	Accept order

Serving relation

Type	Serving relation
Source	Distributors management
Target	Production center

Realization relation

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

Serving relation

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

Association relation

Type	Association relation
Source	Resource requirement
Target	Resource specification

Composition relation

Type	Composition relation
Source	CRM
Target	Infrastructure

Serving relation

Type	Serving relation
Source	Financial application
Target	HQ

Serving relation

Type	Serving relation
Source	Customer order history information service
Target	Verify total exposure to customer

Composition relation

Type	Composition relation
Source	CRM system
Target	Customer data component

Serving relation

Type	Serving relation

Source	Enterprise application integration
Target	Enterprise: Material and Energy Control

Serving relation

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

Flow relation

Type	Flow relation
Source	ERP application
Target	EAI bus

Serving relation

Type	Serving relation
Source	Customer order administration service
Target	Accept order

Flow relation

Type	Flow relation
Source	Distributors management
Target	EAI bus

Flow relation

Type	Flow relation
Source	Financial application
Target	EAI bus

Realization relation

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

Aggregation relation

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

Flow relation

Type	Flow relation
Source	DC order management
Target	EAI bus

Realization relation

Type	Realization relation
Source	Customer order status
Target	Customer information service

Serving relation

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

Serving relation

Type	Serving relation
Source	CRM system
Target	Register order

Assignment relation

Type	Assignment relation
Source	Financial application
Target	Finance

Flow relation

Type	Flow relation
Source	ERP application
Target	EAI bus

Serving relation

Type	Serving relation
Source	Enterprise application integration
Target	Enterprise: Maintenance Management

Realization relation

Type	Realization relation
Source	DC order management
Target	DC order administratoin service

Realization relation

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

Serving relation

Type	Serving relation
Source	Control: Product Inventory Control
Target	Control: Product Inventory Control

Serving relation

Type	Serving relation
Source	CRM
Target	ArchiMetal operations

Composition relation

Type	Composition relation
Source	Understanding
Target	Cross-functional customer analytics

Composition relation

Type	Composition relation
Source	Understanding
Target	Sales analytics

Realization relation

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

Aggregation relation

Type	Aggregation relation
Source	Total customer debt
Target	EAI bus

Serving relation

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

Flow relation

Type	Flow relation
Source	DC Shipping application
Target	EAI bus

Serving relation

Type	Serving relation
Source	Enterprise application integration
Target	Enterprise: Product Cost Accounting

Serving relation

Type	Serving relation
Source	ERP

Target	CRM

Assignment relation

Type	Assignment relation
Source	ERP
Target	Production

Serving relation

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

Flow relation

Type	Flow relation
Source	Order management application
Target	EAI bus

Serving relation

Type	Serving relation
Source	Enterprise: Maintenance Management
Target	Enterprise: Maintenance Management

Serving relation

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

Composition relation

Type	Composition relation
Source	Retention
Target	Retention: Social

Serving relation

Type	Serving relation
Source	Contract printing service
Target	Send to customer

Specialization relation

Type	Specialization relation
Source	CONFIRM
Target	PUSH message

Composition relation

Type	Composition relation

Source	Retention
Target	Billing

Serving relation

Type	Serving relation
Source	Enterprise application integration
Target	Enterprise: Product Shipping Admin

Association relation

Type	Association relation
Source	Customer data component
Target	Customer risk assessment

Assignment relation

Type	Assignment relation
Source	Distributors management
Target	Sales

Realization relation

Type	Realization relation
Source	EAI bus
Target	Customer information service

Serving relation

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

Serving relation

Type	Serving relation
Source	Customer administration service
Target	Define pricing policy

Serving relation

Type	Serving relation
Source	Distributor information service
Target	DC order management

Flow relation

Type	Flow relation
Source	EAI bus
Target	CRM system

Composition relation

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

Composition relation

Type	Composition relation
Source	CRM system
Target	Contracts component

Realization relation

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

Realization relation

Type	Realization relation
Source	Integrated customer-centric solution
Target	CRM

Realization relation

Type	Realization relation
Source	Customer data management application
Target	Customer administration service

Realization relation

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

Assignment relation

Type	Assignment relation
Source	Distributers invoicing
Target	Sales

Assignment relation

Type	Assignment relation
Source	Order management application
Target	Sales

Flow relation

Type	Flow relation
Source	EAI bus
Target	DC order management

Serving relation

Type	Serving relation
Source	Control: Production Control
Target	Control: Production Control

Realization relation

Type	Realization relation
Source	CRM system
Target	Order administration service

Realization relation

Type	Realization relation
Source	EAI bus
Target	Production order creation service

Realization relation

Type	Realization relation
Source	ERP application
Target	Product availability consultation

Composition relation

Type	Composition relation
Source	Retention
Target	Field service management

Realization relation

Type	Realization relation
Source	Resource requirement
Target	Segment requirement

Realization relation

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

Serving relation

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

Flow relation

Type	Flow relation
Source	EAI bus

Target	Shipping application

Realization relation

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

Realization relation

Type	Realization relation
Source	ACKNOWLEDGE
Target	New equipment confirmation

Serving relation

Type	Serving relation
Source	Customer order administration service
Target	Inform customer

Serving relation

Type	Serving relation
Source	ERP
Target	Activate plan

Aggregation relation

Type	Aggregation relation
Source	Resource capability
Target	Resource capability property

Serving relation

Type	Serving relation
Source	Bulk order transmission service
Target	Transmit to production

Realization relation

Type	Realization relation
Source	SYNC CHANGE
Target	Schedule revision

Flow relation

Type	Flow relation
Source	EAI bus
Target	Customer data management application

Serving relation

Type	Serving relation

Source	Enterprise application integration
Target	Enterprise functional integration

Realization relation

Type	Realization relation
Source	Data object (10)
Target	Schedule revision confirmation

Access relation

Type	Access relation
Source	Contracts component
Target	Contract data

Composition relation

Type	Composition relation
Source	Understanding
Target	Data management

Realization relation

Type	Realization relation
Source	PROCESS
Target	Add new production schedule

Access relation

Type	Access relation
Source	Customer order notifications component
Target	Order data

Assignment relation

Type	Assignment relation
Source	Shipping application
Target	Logistics

Association relation

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

Serving relation

Type	Serving relation
Source	Customer administration service
Target	Approve customer data

Aggregation relation

Type	Aggregation relation
Source	Resource requirement
Target	Resource requirement property

Serving relation

Type	Serving relation
Source	ERP
Target	Production center

Serving relation

Type	Serving relation
Source	Product availability consultation
Target	Check availability

Realization relation

Type	Realization relation
Source	PROCESS
Target	Add new equipment

Composition relation

Type	Composition relation
Source	ERP
Target	Logistics module

Composition relation

Type	Composition relation
Source	Verb: CONFIRM
Target	Production schedule revision confirmation

Realization relation

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

Specialization relation

Type	Specialization relation
Source	SYNC DELETE
Target	PUBLISH message

Flow relation

Type	Flow relation
Source	EAI bus
Target	Distributors management

Serving relation

Type	Serving relation
Source	Enterprise: Product Shipping Admin
Target	Enterprise: Product Shipping Admin

Flow relation

Type	Flow relation
Source	CRM system
Target	EAI bus

Association relation

Type	Association relation
Source	CRM
Target	BI toolset

Composition relation

Type	Composition relation
Source	CRM
Target	Acquisition

Serving relation

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

Serving relation

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

Serving relation

Type	Serving relation
Source	Enterprise: Product Cost Accounting
Target	Enterprise: Product Cost Accounting

Aggregation relation

Type	Aggregation relation
Source	Customer order status
Target	EAI bus

Realization relation

Type	Realization relation
Source	EAI bus

Target	Product availability consultation

Serving relation

Type	Serving relation
Source	Retention
Target	Enterprise: Customer Service

Aggregation relation

Type	Aggregation relation
Source	Resource specification
Target	Resource specification property

Assignment relation

Type	Assignment relation
Source	Customer contract
Target	Create customer contract

Flow relation

Type	Flow relation
Source	Production scheduliing
Target	ERP application

Flow relation

Type	Flow relation
Source	Customer order monitoring application
Target	EAI bus

Association relation

Type	Association relation
Source	CRM database
Target	Customer Information

Realization relation

Type	Realization relation
Source	Order management application
Target	Customer order administration service

Flow relation

Type	Flow relation
Source	EAI bus
Target	Invoicing (Distributors)

Serving relation

Type	Serving relation

Source	Enterprise: Quality Assurance
Target	Enterprise: Quality Assurance

Specialization relation

Type	Specialization relation
Source	CONFIRM
Target	PUBLISH message

Serving relation

Type	Serving relation
Source	Enterprise application integration
Target	Enterprise: Order Processing

Assignment relation

Type	Assignment relation
Source	DC order management
Target	Sales

Association relation

Type	Association relation
Source	Resource actual
Target	Resource requirement

Serving relation

Type	Serving relation
Source	CRM system
Target	Customer approval service

Serving relation

Type	Serving relation
Source	Control: Production Scheduling (Local)
Target	Control: Production Scheduling (Local)

Serving relation

Type	Serving relation
Source	Product availability consultation
Target	DC order management

Serving relation

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

Serving relation

Type	Serving relation
Source	DC order administratoin service
Target	Check availability

Flow relation

Type	Flow relation
Source	EAI bus
Target	DC Shipping application

Realization relation

Type	Realization relation
Source	SHOW
Target	Production status

Serving relation

Type	Serving relation
Source	Contract creating service
Target	Accept proposal

Flow relation

Type	Flow relation
Source	ERP
Target	EAI bus

Realization relation

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

Realization relation

Type	Realization relation
Source	ACKNOWLEDGE - ACCEPTED
Target	New schedule acceptance

Flow relation

Type	Flow relation
Source	EAI bus
Target	Customer order monitoring application

Serving relation

Type	Serving relation
Source	Enterprise application integration
Target	Enterprise: Research, Development & Engineering

Association relation

Type	Association relation
Source	Customer data component
Target	Customer contract

Serving relation

Type	Serving relation
Source	Invoicing application
Target	DC Benelux

Realization relation

Type	Realization relation
Source	EAI bus
Target	Shipping order creation service

Realization relation

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

Serving relation

Type	Serving relation
Source	Customer information service
Target	Customer order monitoring application

Specialization relation

Type	Specialization relation
Source	SHOW
Target	PULL message

Composition relation

Type	Composition relation
Source	Infrastructure
Target	Foundational

Flow relation

Type	Flow relation
Source	Shipping application
Target	EAI bus

Flow relation

Type	Flow relation
Source	ERP

Target	Production scheduliing

Serving relation

Type	Serving relation
Source	Order administration service
Target	Create order

Serving relation

Type	Serving relation
Source	Acquisition
Target	Enterprise: Marketing & Sales

Serving relation

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

Serving relation

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

Realization relation

Type	Realization relation
Source	EAI bus
Target	Total customer debt information service

Serving relation

Type	Serving relation
Source	Understanding
Target	Enterprise: Marketing & Sales

Aggregation relation

Type	Aggregation relation
Source	Resource actual
Target	Resource actual property

Serving relation

Type	Serving relation
Source	Control application Integration
Target	Control: Product Inventory Control

Specialization relation

Type	Specialization relation

Source	PROCESS
Target	PUSH message

Realization relation

Type	Realization relation
Source	ERP application
Target	Production order creation service

Flow relation

Type	Flow relation
Source	EAI bus
Target	Financial application

Assignment relation

Type	Assignment relation
Source	Invoicing application
Target	Commercial

Serving relation

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

Flow relation

Type	Flow relation
Source	EAI bus
Target	ERP

Specialization relation

Type	Specialization relation
Source	SYNC CHANGE
Target	PUBLISH message

Serving relation

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

Association relation

Type	Association relation
Source	Customer risk assessment
Target	Financial application HQ

Serving relation

Type	Serving relation
Source	Enterprise application integration
Target	Enterprise application functions

Serving relation

Type	Serving relation
Source	CRM system
Target	Process customer order

Serving relation

Type	Serving relation
Source	Customer order administration service
Target	Update customer order

Serving relation

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

Serving relation

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

Serving relation

Type	Serving relation
Source	Understanding
Target	Enterprise: Customer Service

Realization relation

Type	Realization relation
Source	CRM system
Target	Verify customer exposure service

Serving relation

Type	Serving relation
Source	Enterprise: Order Processing
Target	Enterprise: Order Processing

Serving relation

Type	Serving relation
Source	Enterprise: Procurement
Target	Enterprise: Procurement

Flow relation

Type	Flow relation
Source	Production scheduliing
Target	ERP

Serving relation

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

Association relation

Type	Association relation
Source	Resource requirement property
Target	Resource specification property

Serving relation

Type	Serving relation
Source	ERP
Target	Activate delivery schedule

Serving relation

Type	Serving relation
Source	DC orders registration service
Target	Register DC order

Serving relation

Type	Serving relation
Source	CRM system
Target	Develop contract

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

Serving relation

Type	Serving relation
Source	Order management application

Target	DC Benelux

Realization relation

Type	Realization relation
Source	CRM system
Target	Customer order administration service

Serving relation

Type	Serving relation
Source	Shipping application
Target	DC Benelux

Serving relation

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

Composition relation

Type	Composition relation
Source	Acquisition
Target	Acquisition: Social

Composition relation

Type	Composition relation
Source	Infrastructure
Target	Deployment

Flow relation

Type	Flow relation
Source	Invoicing (Distributors)
Target	EAI bus

Association relation

Type	Association relation
Source	CRM
Target	ERP

Flow relation

Type	Flow relation
Source	CRM system
Target	EAI bus

Serving relation

Type	Serving relation

Source	Control application Integration
Target	Control: quality assurance

Access relation

Type	Access relation
Source	Order management component
Target	Order data

Association relation

Type	Association relation
Source	Contracts component
Target	Customer contract

Serving relation

Type	Serving relation
Source	CRM
Target	Enter order

Flow relation

Type	Flow relation
Source	EAI bus
Target	Financial application HQ

Flow relation

Type	Flow relation
Source	ERP application
Target	Production scheduliing

Composition relation

Type	Composition relation
Source	Acquisition
Target	Salesforce automation

Realization relation

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

Serving relation

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

Composition relation

Type	Composition relation
Source	Acquisition
Target	Sales management

Realization relation

Type	Realization relation
Source	Resource specification
Target	Product segment

Serving relation

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

Specialization relation

Type	Specialization relation
Source	CONFIRM
Target	PULL message

Serving relation

Type	Serving relation
Source	Enterprise-control application interface
Target	Control application Integration

Specialization relation

Type	Specialization relation
Source	CHANGE
Target	PUSH message

Assignment relation

Type	Assignment relation
Source	Order management application
Target	Commercial

Serving relation

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

Realization relation

Type	Realization relation
Source	Resource actual
Target	Segment response

Realization relation

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

Serving relation

Type	Serving relation
Source	Financial application
Target	DC Benelux

Serving relation

Type	Serving relation
Source	Customer data management application
Target	DC Benelux

Serving relation

Type	Serving relation
Source	Control application Integration
Target	Control: Production Scheduling (Local)

Aggregation relation

Type	Aggregation relation
Source	Customer order status
Target	CRM system

Flow relation

Type	Flow relation
Source	Invoicing application
Target	EAI bus

Realization relation

Type	Realization relation
Source	RESPOND
Target	Schedule revision confirmation

Association relation

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

Flow relation

Type	Flow relation
Source	EAI bus

Target	Invoicing application

Flow relation

Type	Flow relation
Source	Customer data management application
Target	EAI bus

Composition relation

Type	Composition relation
Source	Retention
Target	Service & support productivity

Serving relation

Type	Serving relation
Source	Enterprise application integration
Target	Enterprise: Procurement

Aggregation relation

Type	Aggregation relation
Source	Total customer debt
Target	Financial application

Realization relation

Type	Realization relation
Source	Total customer debt
Target	Total customer debt information service

Realization relation

Type	Realization relation
Source	Resource capability
Target	Production capability

Serving relation

Type	Serving relation
Source	DC order management
Target	Production center

Serving relation

Type	Serving relation
Source	Customer information service
Target	Order management application

Specialization relation

Type	Specialization relation

Source	SYNC ADD
Target	PUBLISH message

Association relation

Type	Association relation
Source	Resource segment capability
Target	Resource capability

Serving relation

Type	Serving relation
Source	Control application Integration
Target	Control: Production Control

Access relation

Type	Access relation
Source	CRM
Target	CRM database

Serving relation

Type	Serving relation
Source	Distributers invoicing
Target	Production center

Specialization relation

Type	Specialization relation
Source	GET
Target	PULL message

Serving relation

Type	Serving relation
Source	Control application Integration
Target	Control application functions

Association relation

Type	Association relation
Source	CRM database
Target	Sales Pipeline

Realization relation

Type	Realization relation
Source	EAI bus
Target	Distributor information service

Composition relation

Type	Composition relation
Source	CRM
Target	Understanding

Serving relation

Type	Serving relation
Source	Infrastructure
Target	Enterprise: Customer Service

Realization relation

Type	Realization relation
Source	CRM system
Target	Contract printing service

Access relation

Type	Access relation
Source	Customer data component
Target	Customer data

Flow relation

Type	Flow relation
Source	EAI bus
Target	ERP application

Serving relation

Type	Serving relation
Source	Total customer debt information service
Target	CRM system

Serving relation

Type	Serving relation
Source	Infrastructure
Target	Enterprise: Marketing & Sales

Realization relation

Type	Realization relation
Source	Mainframe
Target	Language service

Composition relation

Type	Composition relation
Source	Partition 2
Target	DBMS

Realization relation

Type	Realization relation
Source	Authentication & Authorization
Target	Network service

Composition relation

Type	Composition relation
Source	Partition 1
Target	DBMS

Realization relation

Type	Realization relation
Source	Mainframe
Target	Messaging service

Composition relation

Type	Composition relation
Source	UNIX Servers
Target	Operating system

Composition relation

Type	Composition relation
Source	Mainframe
Target	Partition 2

Composition relation

Type	Composition relation
Source	Mainframe
Target	Partition 1

Composition relation

Type	Composition relation
Source	Partition 1
Target	Message Queuing

Realization relation

Type	Realization relation
Source	Mainframe
Target	Database service

Assignment relation

Type	Assignment relation
Source	UNIX Servers

Target	Authentication & Authorization

Composition relation

Type	Composition relation
Source	Partition 1
Target	Hardware

Composition relation

Type	Composition relation
Source	Partition 2
Target	Hardware device

Composition relation

Type	Composition relation
Source	UNIX Servers
Target	AIX

Composition relation

Type	Composition relation
Source	Partition 2
Target	Message Queuing

Association relation

Type	Association relation
Source	Suboptimal sales processes
Target	Optimize processes

Realization relation

Type	Realization relation
Source	Unified view of customer company-wide
Target	Improve marketing/service strategy

Association relation

Type	Association relation
Source	Service quality
Target	Builder

Realization relation

Type	Realization relation
Source	Share unified customer data across sales processes
Target	Increase sales processes coordination

Aggregation relation

Type	Aggregation relation

Source	Underdevelopped customer relationship
Target	Suboptimal client profiling

Aggregation relation

Type	Aggregation relation
Source	Customer satisfaction
Target	Complete and correct order fullfilment

Aggregation relation

Type	Aggregation relation
Source	Unified view of customer company-wide
Target	Unified customer order view company-wide

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	Management
Target	Business performance

Realization relation

Type	Realization relation
Source	Create innovative customer services
Target	Improve customer relationship management

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	Optimize order handling

Aggregation relation

Type	Aggregation relation
Source	Suboptimal sales processes
Target	Lack of global and consistent view over customer

Association relation

Type	Association relation
Source	Service quality
Target	Market pressure on service innovation

Association relation

Type	Association relation
Source	Service quality
Target	Underdevelopped customer relationship

Realization relation

Type	Realization relation
Source	Enhance sales risk management
Target	Maximization of average revenue per customer

Realization relation

Type	Realization relation
Source	Unified view of customer company-wide
Target	Increase data transparency

Association relation

Type	Association relation
Source	Increase sales processes coordination
Target	Lack of global and consistent view over customer

Association relation

Type	Association relation
Source	Builder
Target	On-time delivery

Association relation

Type	Association relation
Source	Lack of global and consistent view over customer
Target	Increase data transparency

Realization relation

Type	Realization relation
Source	Customer data integration and standardisation
Target	Increase data transparency

Association relation

Type	Association relation
Source	Complete building
Target	On-time delivery

Aggregation relation

Type	Aggregation relation
Source	Order already designed and priced
Target	Design still valid

Association relation

Type	Association relation
Source	Building products manufacturer
Target	On-time delivery

Association relation

Type	Association relation
Source	Management
Target	Customer satisfaction

Aggregation relation

Type	Aggregation relation
Source	Order already designed and priced
Target	Price out-of-date

Association relation

Type	Association relation
Source	Business performance
Target	Lead time to customer too long

Realization relation

Type	Realization relation
Source	Share unified customer data across sales processes
Target	Increase data transparency

Realization relation

Type	Realization relation
Source	Unified view of customer company-wide
Target	Improve client profiling

Association relation

Type	Association relation
Source	Builder
Target	Complete building

Association relation

Type	Association relation
Source	Timely order fulfilment

Target	Too many late order fullfilments

Association relation

Type	Association relation
Source	On-time delivery
Target	Order already designed and priced

Association relation

Type	Association relation
Source	Lead time to customer too long
Target	Increase coordination between sales and production processes

Aggregation relation

Type	Aggregation relation
Source	Customer satisfaction
Target	Timely order fulfilment

Association relation

Type	Association relation
Source	Design still valid
Target	On-time delivery

Aggregation relation

Type	Aggregation relation
Source	Suboptimal sales processes
Target	Average revenue per customer is too low

Aggregation relation

Type	Aggregation relation
Source	Unified view of customer company-wide
Target	Customer data integration and standardisation

Realization relation

Type	Realization relation
Source	Unified view of customer company-wide
Target	Improve customer relationship management

Association relation

Type	Association relation
Source	Obtain beams
Target	Order already designed and priced

Association relation

Type	Association relation

Source	Customer satisfaction
Target	Lead time to customer too long

Association relation

Type	Association relation
Source	Manufacture beams
Target	On-time delivery

Realization relation

Type	Realization relation
Source	Stop bulk-order system
Target	Optimize order handling

Association relation

Type	Association relation
Source	Improve customer relationship management
Target	Market pressure on service innovation

Association relation

Type	Association relation
Source	Optimize order handling
Target	Inefficient order fullfilment

Aggregation relation

Type	Aggregation relation
Source	Lead time to customer too long
Target	Inefficient order fullfilment

Association relation

Type	Association relation
Source	Suboptimal client profiling
Target	Improve client profiling

Association relation

Type	Association relation
Source	Market pressure on service innovation
Target	Improve marketing/service strategy

Association relation

Type	Association relation
Source	Management
Target	Service quality

Association relation

Type	Association relation
Source	Innovate customer services
Target	Underdevelopped customer relationship

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	Customer satisfaction
Target	Builder

Association relation

Type	Association relation
Source	Building products manufacturer
Target	Manufacture beams

Aggregation relation

Type	Aggregation relation
Source	Complete building
Target	Obtain beams

Realization relation

Type	Realization relation
Source	Unified view of customer company-wide
Target	Optimize order handling

Association relation

Type	Association relation
Source	Too many late order fullfilments
Target	Optimize order handling

Association relation

Type	Association relation
Source	Average revenue per customer is too low
Target	Customer Retention

Aggregation relation

Type	Aggregation relation
Source	Suboptimal sales processes
Target	Inefficient order fullfilment

Association relation

Type	Association relation
Source	Suboptimal client profiling
Target	Improve customer relationship management

Association relation

Type	Association relation
Source	Suboptimal sales processes
Target	Increase coordination between sales and production processes

Association relation

Type	Association relation
Source	Average revenue per customer is too low
Target	Innovate customer services

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

Target	DC Customer relations

Cust credit assessment

Type	Flow relation
Source	Finance
Target	DC Customer relations

Cust. credit analysis req

Type	Flow relation
Source	DC Customer relations
Target	Finance

Cust. credit profile

Type	Flow relation
Source	DC Customer relations
Target	Commercial

Cust. exposure req

Type	Flow relation
Source	Commercial
Target	DC Customer relations

Cust. exposure req

Type	Flow relation
Source	Commercial
Target	DC Customer relations

Cust.credit analysis requirement

Type	Flow relation
Source	DC Customer relations
Target	Finance

Customer order

Type	Flow relation
Source	Commercial
Target	Sales

Delivery confirmation

Type	Flow relation
Source	Customer
Target	Distribution

Delivery confirmation

Type	Flow relation

Source	Customer
Target	Distribution

Delivery notification

Type	Flow relation
Source	Distribution
Target	Customer

Delivery notification

Type	Flow relation
Source	Distribution
Target	Customer

Equipment & process specific data

Type	Flow relation
Source	Level 0-2 functions
Target	Production data collection

Equipment and process specific production rules

Type	Flow relation
Source	Product definition management
Target	Level 0-2 functions

Final products

Type	Flow relation
Source	Warehousing
Target	Logistics

Final products

Type	Flow relation
Source	Production
Target	Logistics

Final products

Type	Flow relation
Source	Production
Target	Logistics

Final products

Type	Flow relation
Source	Warehousing
Target	Logistics

GDN

Type	Flow relation
Source	Distribution
Target	Commercial

GDN

Type	Flow relation
Source	Logistics
Target	Sales

GDN

Type	Flow relation
Source	Distribution
Target	Commercial

GDN

Type	Flow relation
Source	Logistics
Target	Warehousing

GDN

Type	Flow relation
Source	Logistics
Target	Warehousing

GDN

Type	Flow relation
Source	Logistics
Target	Sales

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	DCFinance

Invoice

Type	Flow relation
Source	Commercial
Target	Customer

Invoice

Type	Flow relation
Source	Commercial
Target	DCFinance

Invoice

Type	Flow relation
Source	Commercial
Target	Customer

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

Target	Production execution management

Order

Type	Flow relation
Source	Customer
Target	Commercial

Order

Type	Flow relation
Source	Customer
Target	Commercial

Order assess.

Type	Flow relation
Source	DC Customer relations
Target	Commercial

Order assessment

Type	Flow relation
Source	DC Customer relations
Target	Commercial

Order info

Type	Flow relation
Source	Commercial
Target	Customer

Order info

Type	Flow relation
Source	Commercial
Target	Customer

Production order

Type	Flow relation
Source	Sales
Target	Production

Production order

Type	Flow relation
Source	Sales
Target	Production

Raw materials

Type	Flow relation

Source	Logistics
Target	Production

Raw materials

Type	Flow relation
Source	Procurement
Target	Production

Raw materials

Type	Flow relation
Source	Procurement
Target	Production

Raw materials

Type	Flow relation
Source	Warehousing
Target	Production

Realizes

Type	Realization relation
Source	Business Transformation Project
Target	Business service

Realizes

Type	Realization relation
Source	IT Development Project
Target	Application service

Realizes

Type	Realization relation
Source	Business service
Target	Business Goal

Realizes

Type	Realization relation
Source	Business process
Target	Business service

Realizes

Type	Realization relation
Source	Application component
Target	Application service

Realizes

Type	Realization relation
Source	Application service
Target	IT Goal

Realizes

Type	Realization relation
Source	Server
Target	Application component

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

Shipping order

Type	Flow relation
Source	Sales
Target	Logistics

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