ArchiMate – Layerview Visual Diagram

External Roles and Actors

Volvo Merchandise

Consignor

External Business Services

create account or login

Business Services

choose/ select product

Buy product

Customer Support/ Help

Business Process and Internal Roles/Actors

Selection process

Sale

Purchase

Services

Services

Internal Works

External works

Business Interface

Website

customer care

Email

External Application Services

Application(volvo) Service

Customer data

Make Payment

Application component services

CRM

DBMS

Financial details

External infrastructure services

Product file Details/services

Update Product/services

Customer file services

Automatic Emails

Transaction Processing

Infrastructure

Mainframe

React JS

HTML/CSS

Bootstrap

NAS file server

Server

Microsoft Exchange server
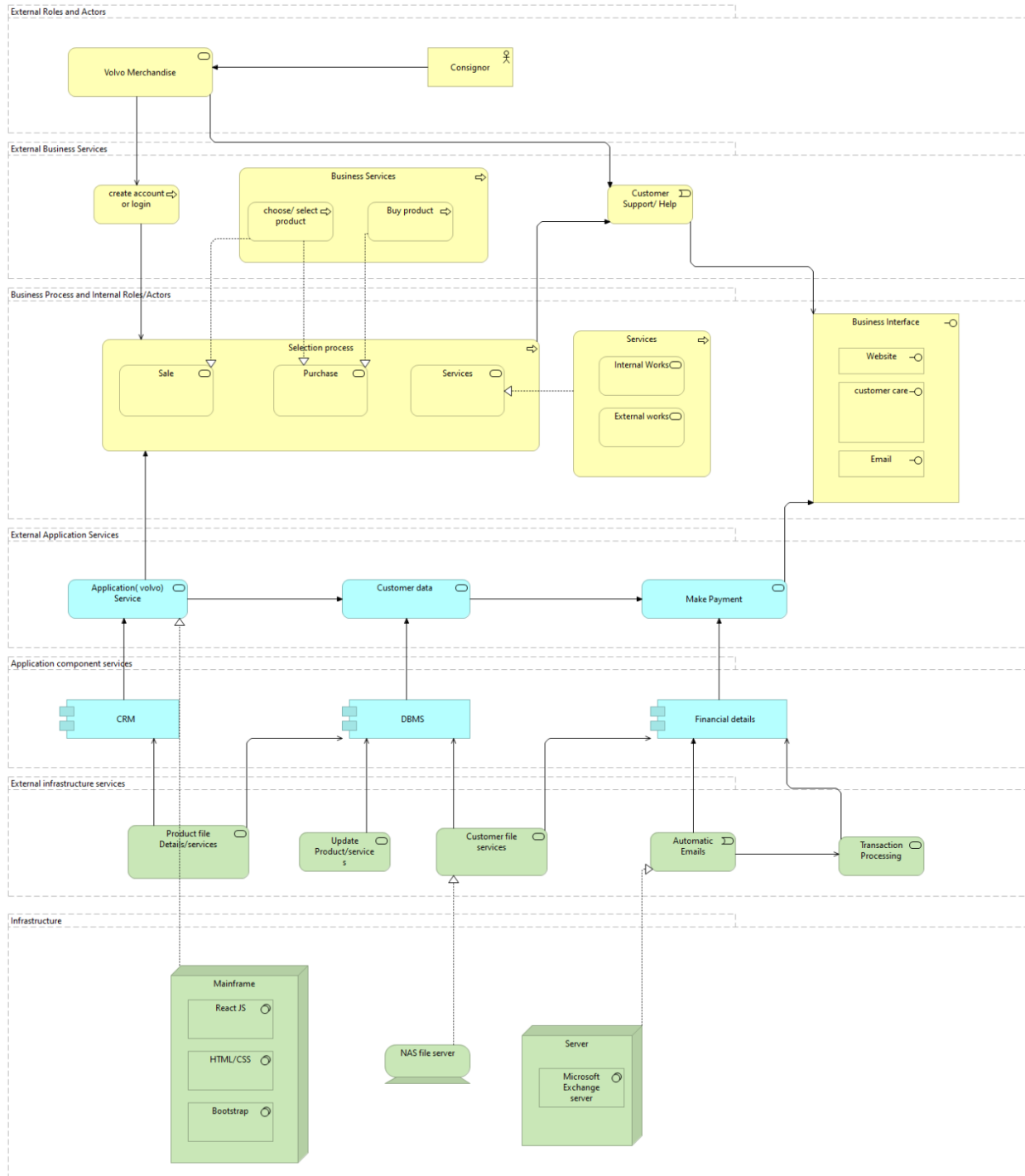
- As an Enterprise ArchiMate, I would create a Layered View in ArchiMate that combines the following layers to create a modeling diagram of the TOGAF ArchiMate domains: Business, Information Systems, and Technology.
    1. Business layer: This layer consists of the business processes, functions, actors, and organizational units involved in providing customer service. It would also include any customer service-related business services or products.
    2. Application layer: Information systems that support customer service, such as customer relationship management (CRM) systems, call center software, and other applications used to manage customer interactions, would be included in this layer.
    3. Technology layer: The infrastructure and technology components that support the customer service architecture, such as servers, networks, and databases, would be included in this layer.
- I would use the ArchiMate modeling language to represent each layer in the diagram, including the relationships between different components within each layer and the interactions between different layers, to create the Layered View. The diagram would represent the customer service architecture visually, highlighting the various components and their relationships, and would aid in communication and understanding among stakeholders.