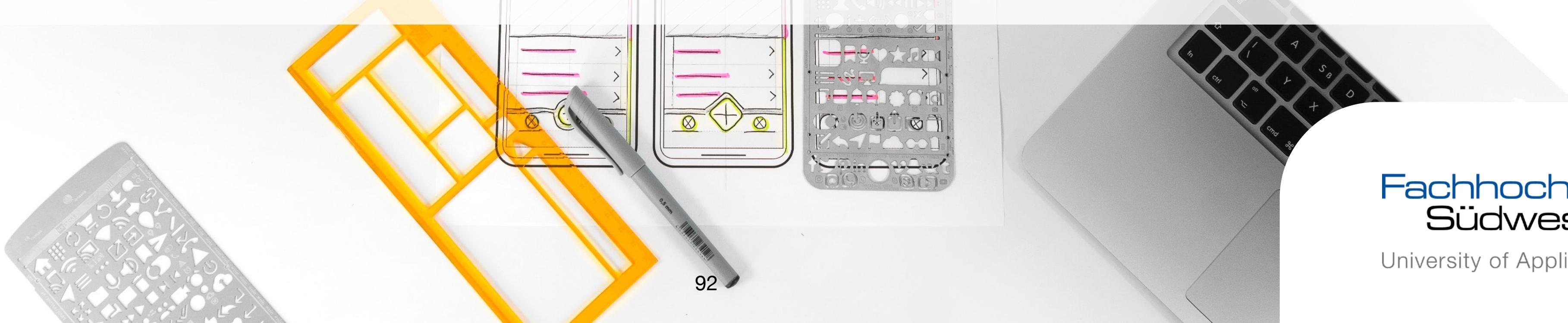


# Chapter 3: Management of Information Systems

**TOPICS:** SOFTWARE ENGINEERING LIFECYCLES - SOURCING MODELS - COMMUNICATING BEHAVIOR - COMMUNICATING CONCEPTS & STRUCTURE



# Information Management

## Managing Information Management

- IT Strategy
- IT Governance
- IT Processes
- IT HR
- IT Controlling
- IT Security

## Management of the Information Economy

- Demand
- Supply
- Usage

## Management of Information Systems

- Application Life Cycle and Landscape
- Data
- Processes

## Management of Information and Communication Technologies

- Storage
- Processing
- Communicating
- Tech Stacks



**For your case, identify a central software system.**

# **Chapter 3.1: Management of Information Systems**

## **- Application Life Cycle**

**TOPICS:** PROJECT VS SERVICE MODEL - SOFTWARE ENGINEERING  
LIFECYCLE MODELS - SOURCING MODELS



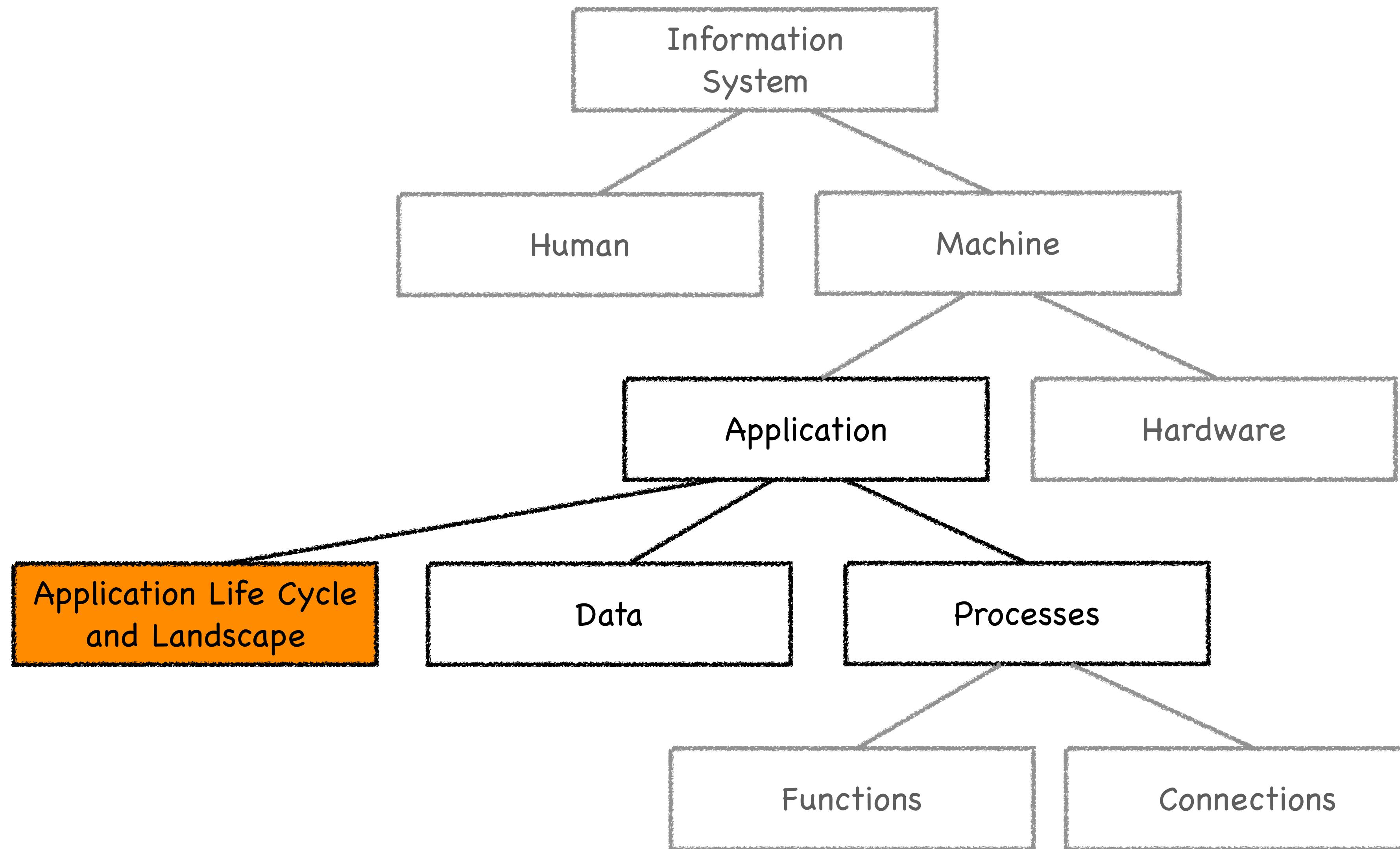
**Scrum**



**Kanban**



**SAFe**



## **Three fundamental SE process decisions that every CIO and IT manager needs to make:**

1. Project or Service
2. Waterfall or incremental-iterative
3. Inhouse or outsource (offshore or nearshore)

**Question 1:**  
Project or Service

# Project vs. Service



- Defined goal
- Defined time span
- (usually run once)

DIN69901

- Defined goal
- Defined target group
- Running indefinitely

# Project vs. Service

## Fundamental Differences

- Project Manager vs. Service Owner
- Focus on project lifetime vs. Long-term vision
- Projects need justification every fixed period
- Projects are great for hypothesis testing (validations, prototypes etc.) but tend to be not very good at knowledge transfer and documentation across project lifetime



A yellow sticky note with a black outline of a lit lightbulb is pinned to a corkboard with a red pushpin. The sticky note is tilted slightly.

Choose your fighter:



?

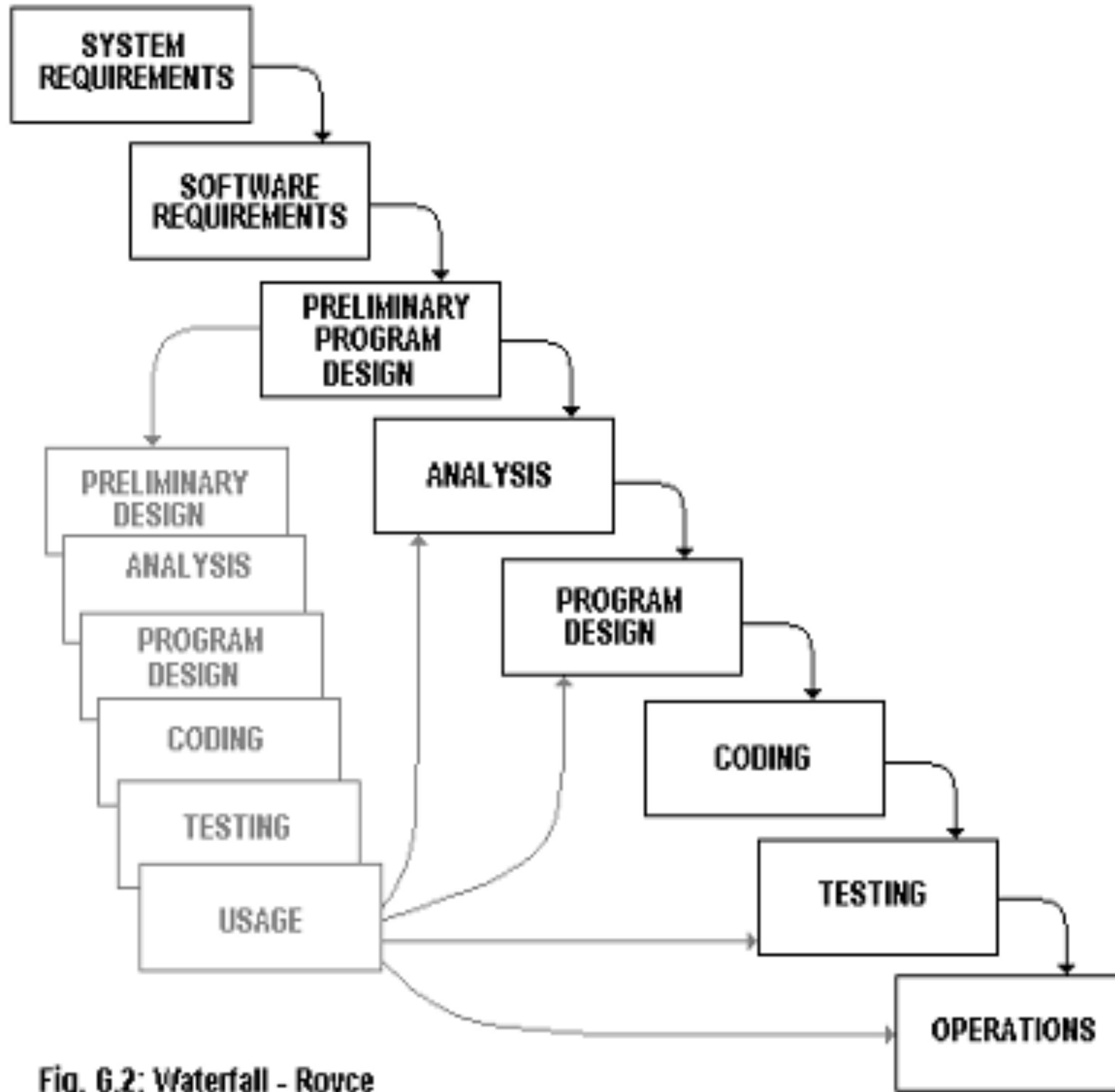
N.B.: Waterfall  
= Sequencial

# Question 2: Waterfall or Iterative-Incremental?

**Waterfall -  
What it  
does not  
mean...**



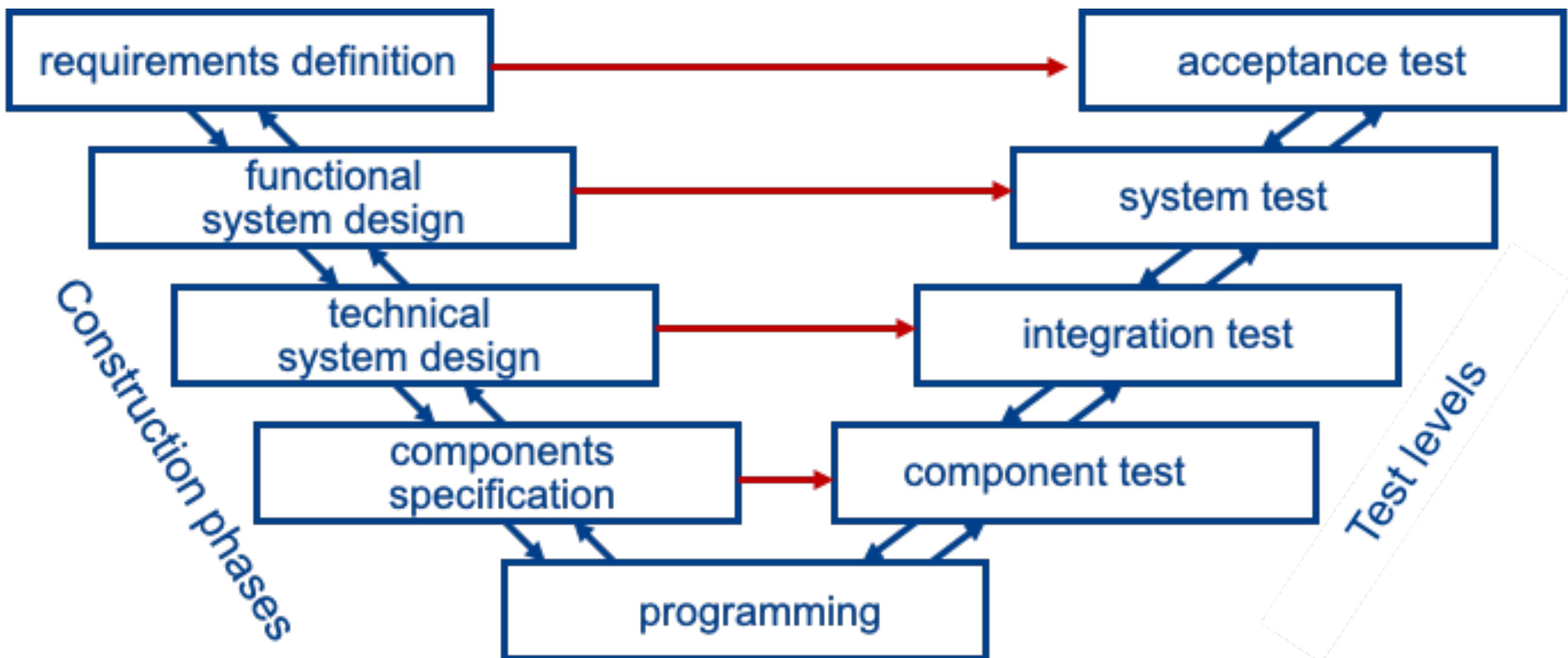
# Waterfall - Where the name came from...



Royce, W. W.:  
Managing the Development of Large Software Systems: Concepts and Techniques  
Proc. WESCON, IEEE Computer Society Press, Los Alamitos, CA, 1970.

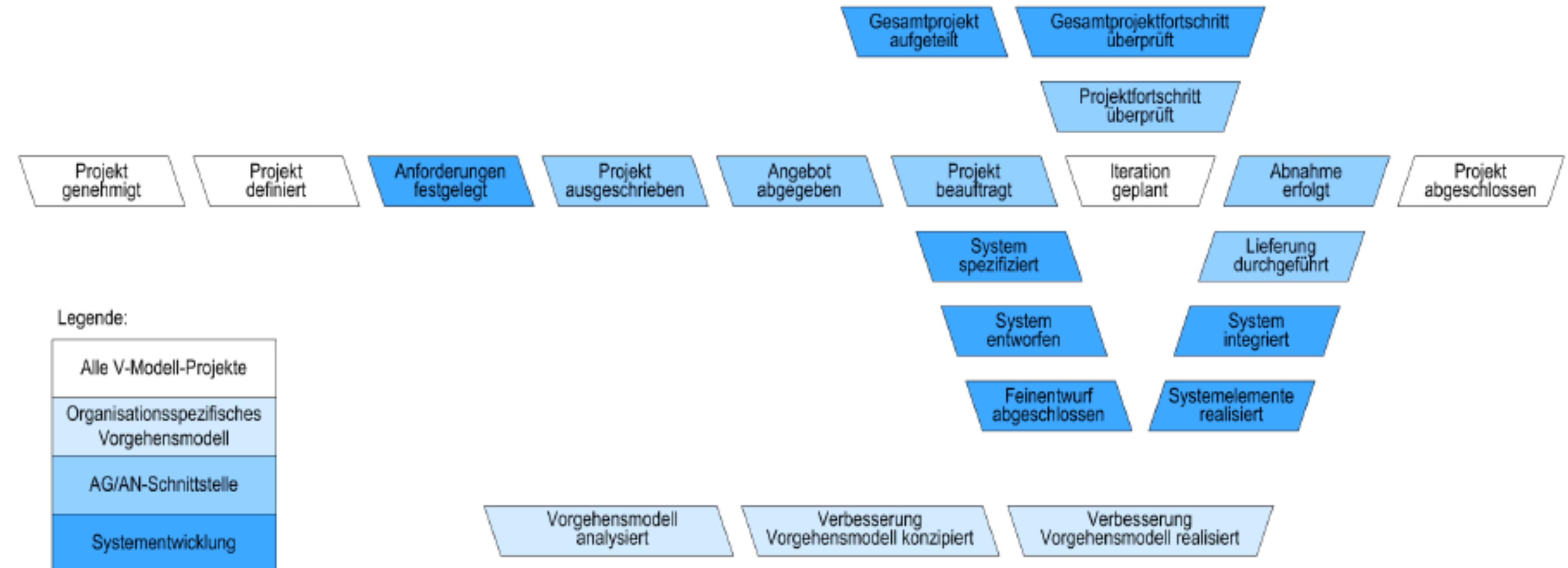
Reprinted at the ICSE'87, Monterey, California, USA. March 30 - April 2, 1987

# V-Model



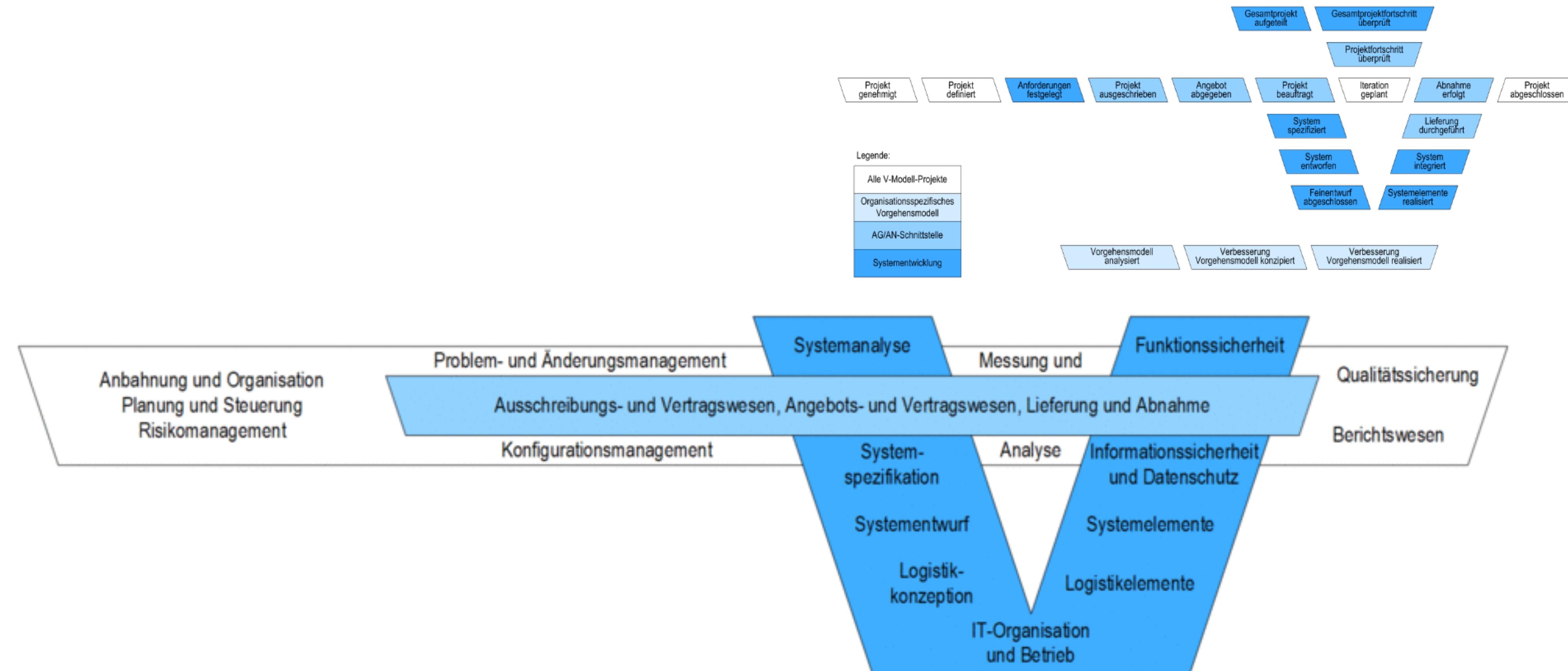
# V-Modell XT (since 2005)

XT = eXtreme Tailoring



# V-Modell XT (since 2005)

XT = eXtreme Tailoring



[https://www.cio.bund.de/Web/DE/Architekturen-und-Standards/V-Modell-XT/vmodell\\_xt\\_node.html](https://www.cio.bund.de/Web/DE/Architekturen-und-Standards/V-Modell-XT/vmodell_xt_node.html)

# Manifesto for Agile Software Development

We are uncovering better ways of developing software by doing it and helping others do it.  
Through this work we have come to value:

**Individuals and interactions** over processes and tools  
**Working software** over comprehensive documentation  
**Customer collaboration** over contract negotiation  
**Responding to change** over following a plan

That is, while there is value in the items on the right, we value the items on the left more.

---

<https://agilemanifesto.org>

⌚ **Want to Know More?** Listen to "Uncle Bob" Martin telling his version of the creation of the agile manifesto.  
<https://www.retrotimepodcast.com/23-a-brief-history-of-the-agile-manifesto-with-uncle-bob-martin/>

Kent Beck  
Mike Beedle

James Grenning  
Jim Highsmith<sup>108</sup>

Robert C. Martin  
Steve Mellor

# Principles behind the Agile Manifesto

*We follow these principles:*

Our highest priority is to satisfy the customer through early and continuous delivery of valuable software.

Welcome changing requirements, even late in development. Agile processes harness change for the customer's competitive advantage.

Deliver working software frequently, from a couple of weeks to a couple of months, with a preference to the shorter timescale.

Business people and developers must work together daily throughout the project.

Build projects around motivated individuals. Give them the environment and support they need, and trust them to get the job done.

The most efficient and effective method of conveying information to and within a development team is face-to-face conversation.

Working software is the primary measure of progress.

Agile processes promote sustainable development. The sponsors, developers, and users should be able to maintain a constant pace indefinitely.

Continuous attention to technical excellence and good design enhances agility.

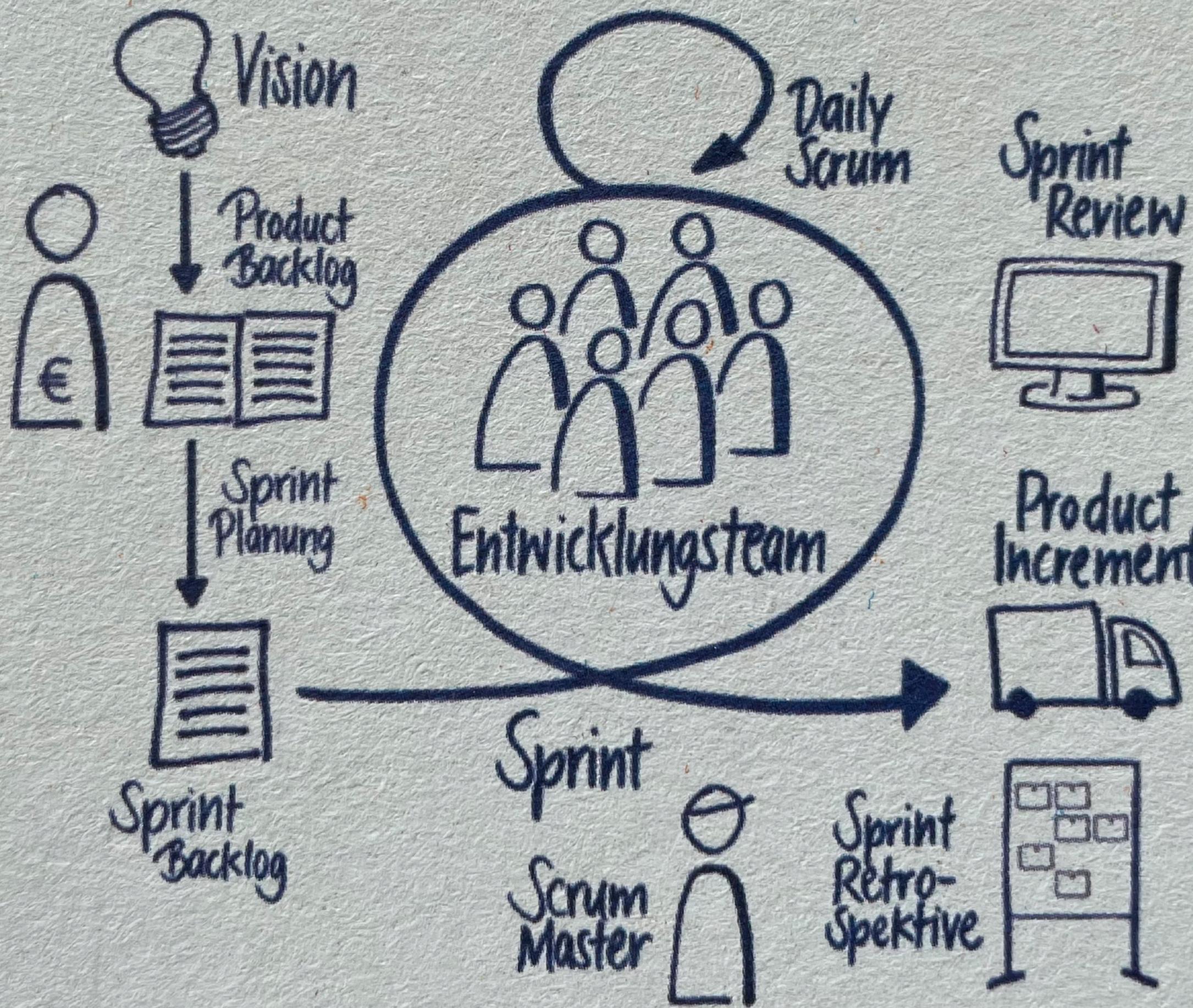
Simplicity--the art of maximizing the amount of work not done--is essential.

The best architectures, requirements, and designs emerge from self-organizing teams.

At regular intervals, the team reflects on how to become more effective, then tunes and adjusts its behavior accordingly.

[Return to Manifesto](#)

# So einfach ist Scrum !



# Kanban (看板, meaning signboard or billboard)

- History: Toyota (1947):  
Supermarket principle:  
Pick an item for each task, identify and improve "empty shelves"
- David J. Anderson (Microsoft) brought Kanban to software development
- Core principle: Limited WIP (work in progress) increases throughput time
- Fantastic for process improvement & service maintenance

Pool of Ideas	Feature Preparation	Feature Selected	User Story Identified	User Story Preparation	User Story Development	Feature Acceptance	Deployment	Delivered
Epic 431	3 - 10 In Progress	2 - 5 Ready	30	15 In Progress	15 Ready	8 In Progress	5 Ready	Epic 294
Epic 478	Epic 444	Epic 662	Epic 602		Story 602-02 Story 602-03 Story 602-04 Story 602-05 Story 602-06 Story 602-07 Story 602-08	Story 602-05 Story 602-06 Story 602-07 Story 602-08 Story 602-09 Story 602-10	Epic 401 Epic 694	Epic 694
Epic 562	Epic 589		Epic 302	Story 302-03 Story 302-04 Story 302-05 Story 302-06 Story 302-07 Story 302-08	Story 302-09 Story 302-10	Story 303-05 Story 302-04	Epic 468 Epic 577	Epic 276
Epic 439	Epic 651		Epic 335	Story 335-09 Story 335-10 Story 335-08 Story 335-01 Story 335-03 Story 335-05 Story 335-06	Story 335-05 Story 335-06 Story 335-02 Story 335-07		Epic 362	Epic 419
Epic 329			Epic 512	Story 512-04 Story 512-05 Story 512-06 Story 512-07 Story 512-08 Story 512-09 Story 512-10	Story 512-01			Epic 388
Epic 287								Epic 521
Epic 606								Epic 287
								Epic 582
								Epic 274

**Policy**  
Business case showing value, cost of delay, size estimate and design outline.

**Policy**  
Selection at Replenishment meeting chaired by Product Director.

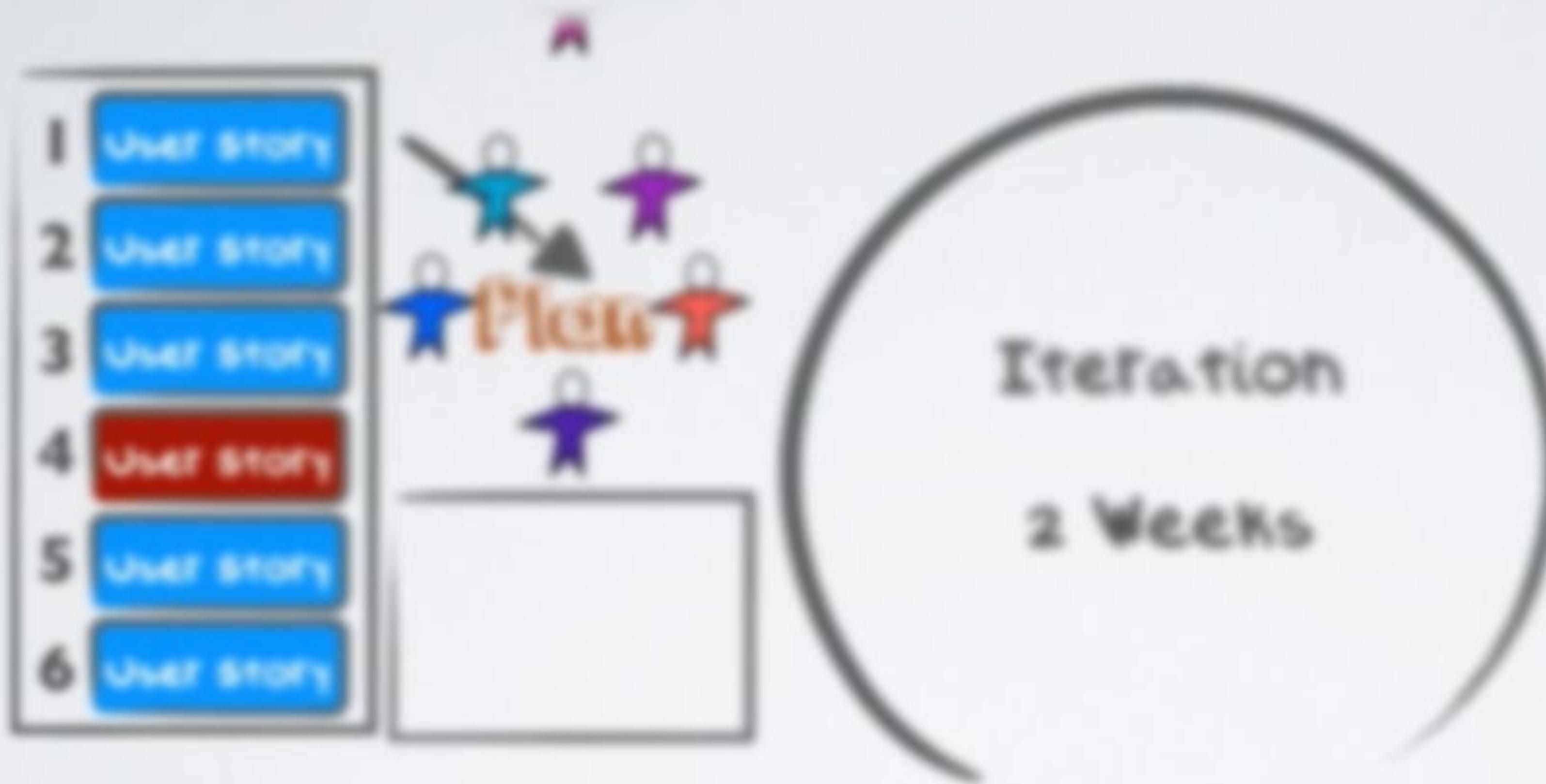
**Policy**  
Small, well-understood, testable, agreed with PD & Team

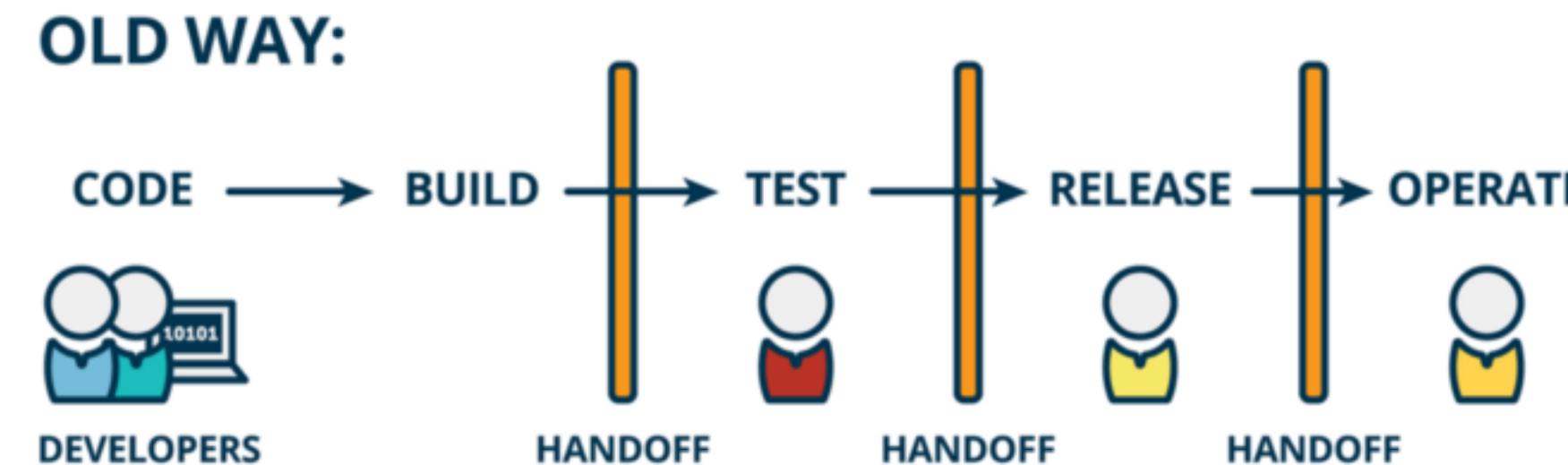
**Policy**  
As per "Definition of Done" (see...)

**Policy**  
Risk assessed per Continuous Deployment policy (see...)

# SAFe® in 5 Minutes

With Inbar Oren, SAFe Fellow





# DevOps

**DevOps** is a collaborative and multidisciplinary effort within an organization to automate continuous delivery of new software versions, while guaranteeing their correctness and reliability.

Leite, Leonardo, et al. "A survey of DevOps concepts and challenges." ACM Computing Surveys (CSUR) 52.6 (2019): 1-35.

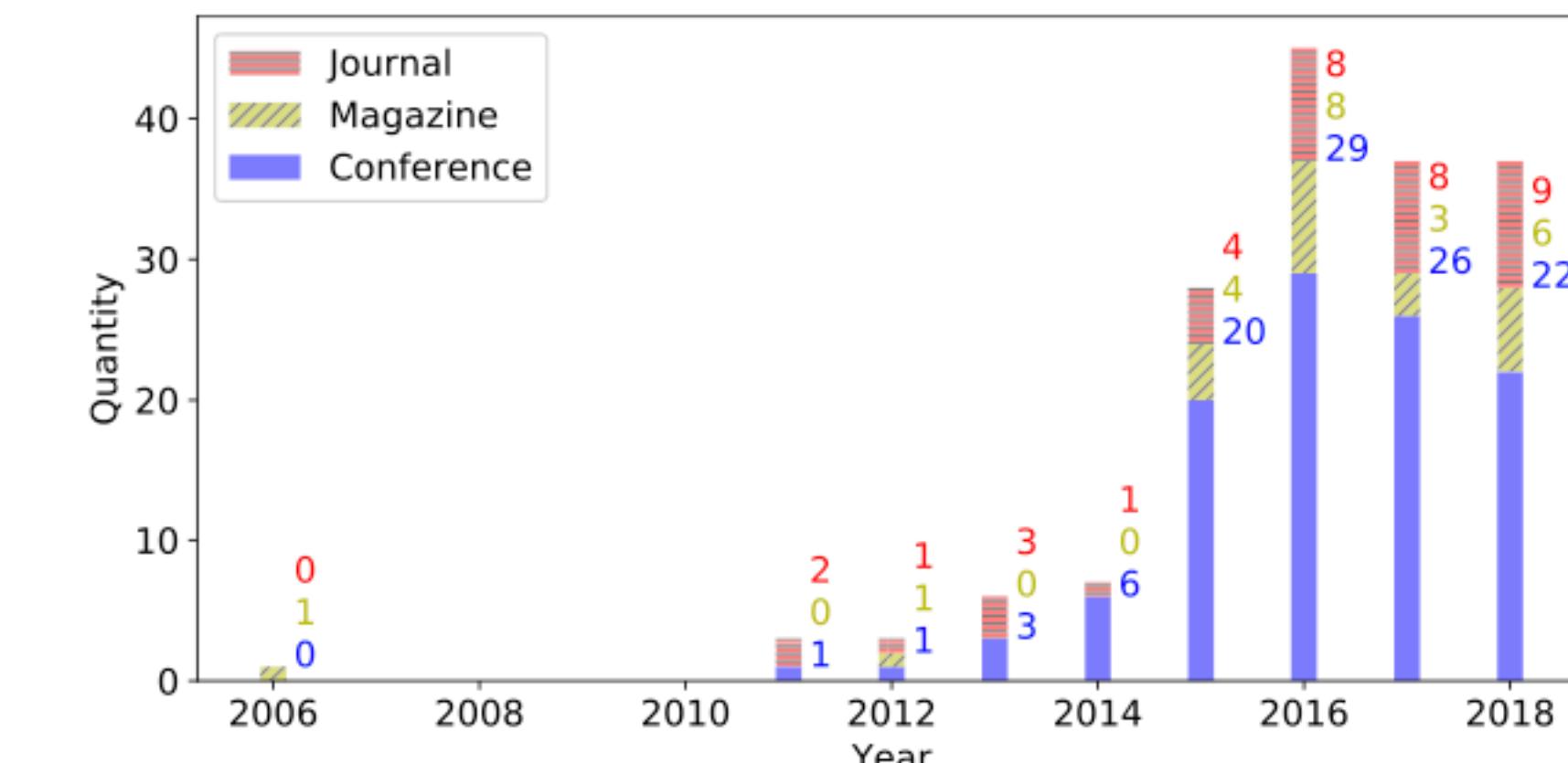


Fig. 2. Publications by source types and publication year.

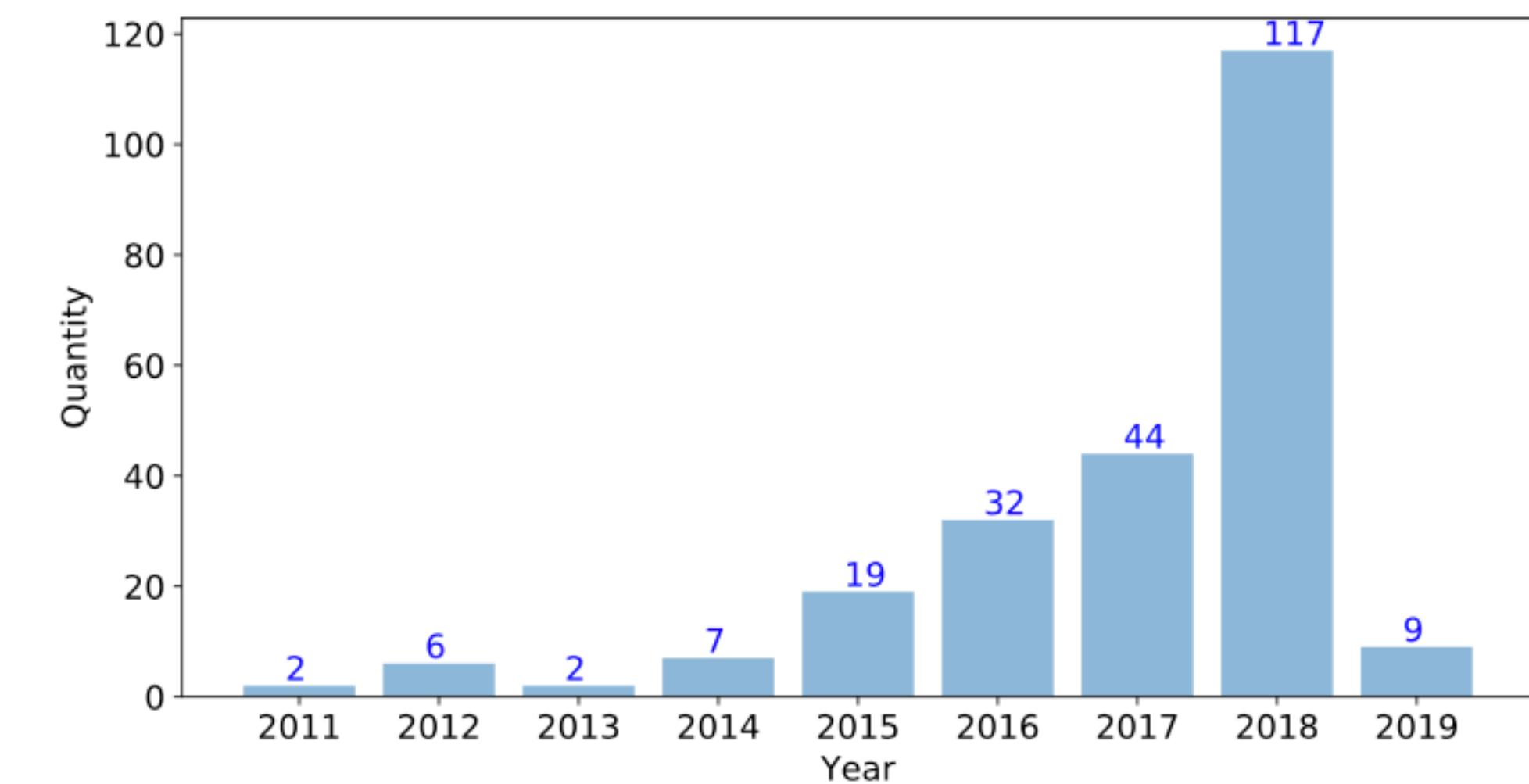


Fig. 3. Distribution of books about DevOps by publication year according to Amazon.com.

<https://victoria-guido.medium.com/devops-101-55acdbd3067>

Leite, Leonardo, et al. "A survey of DevOps concepts and challenges." ACM Computing Surveys (CSUR) 52.6 (2019): 1-35.

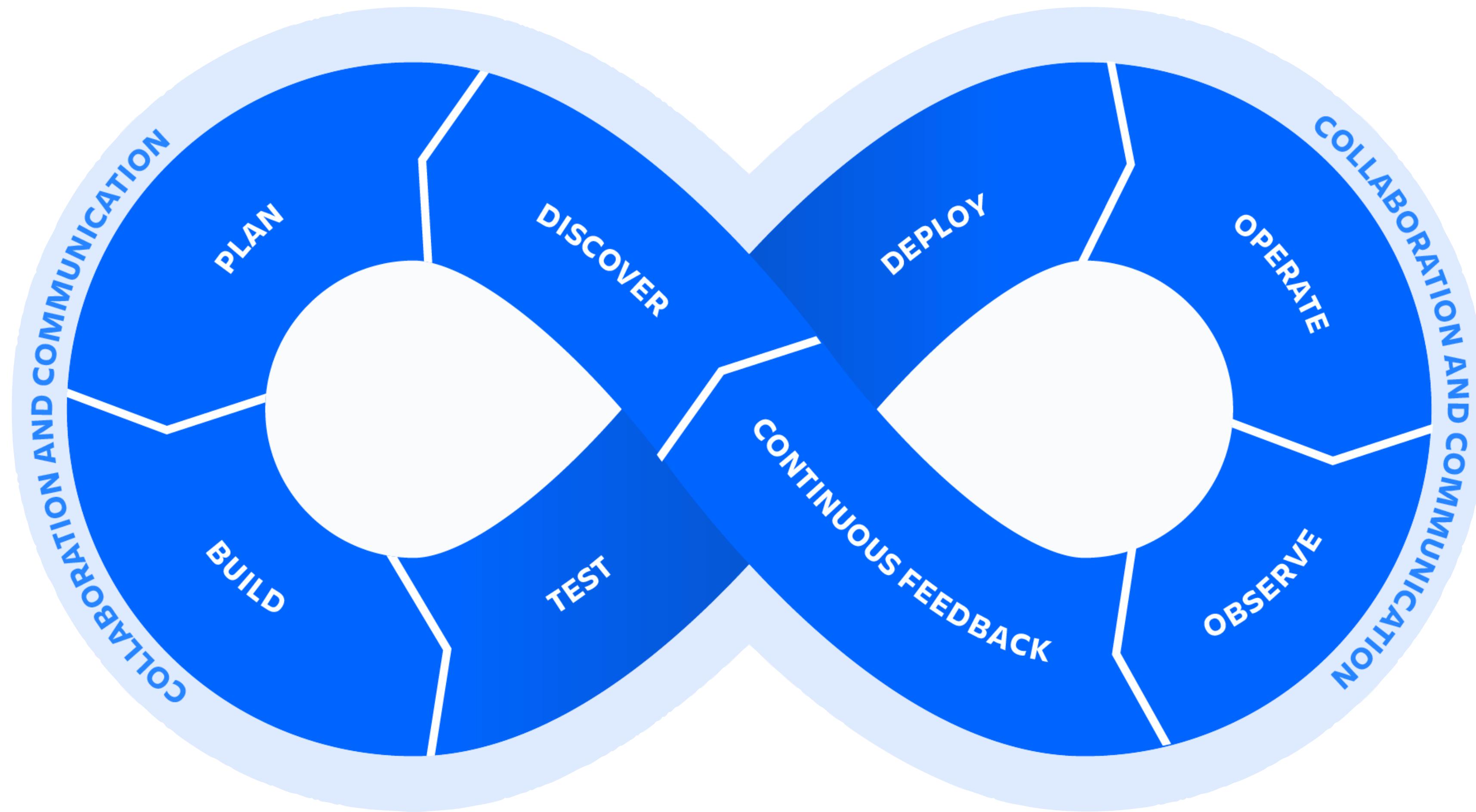
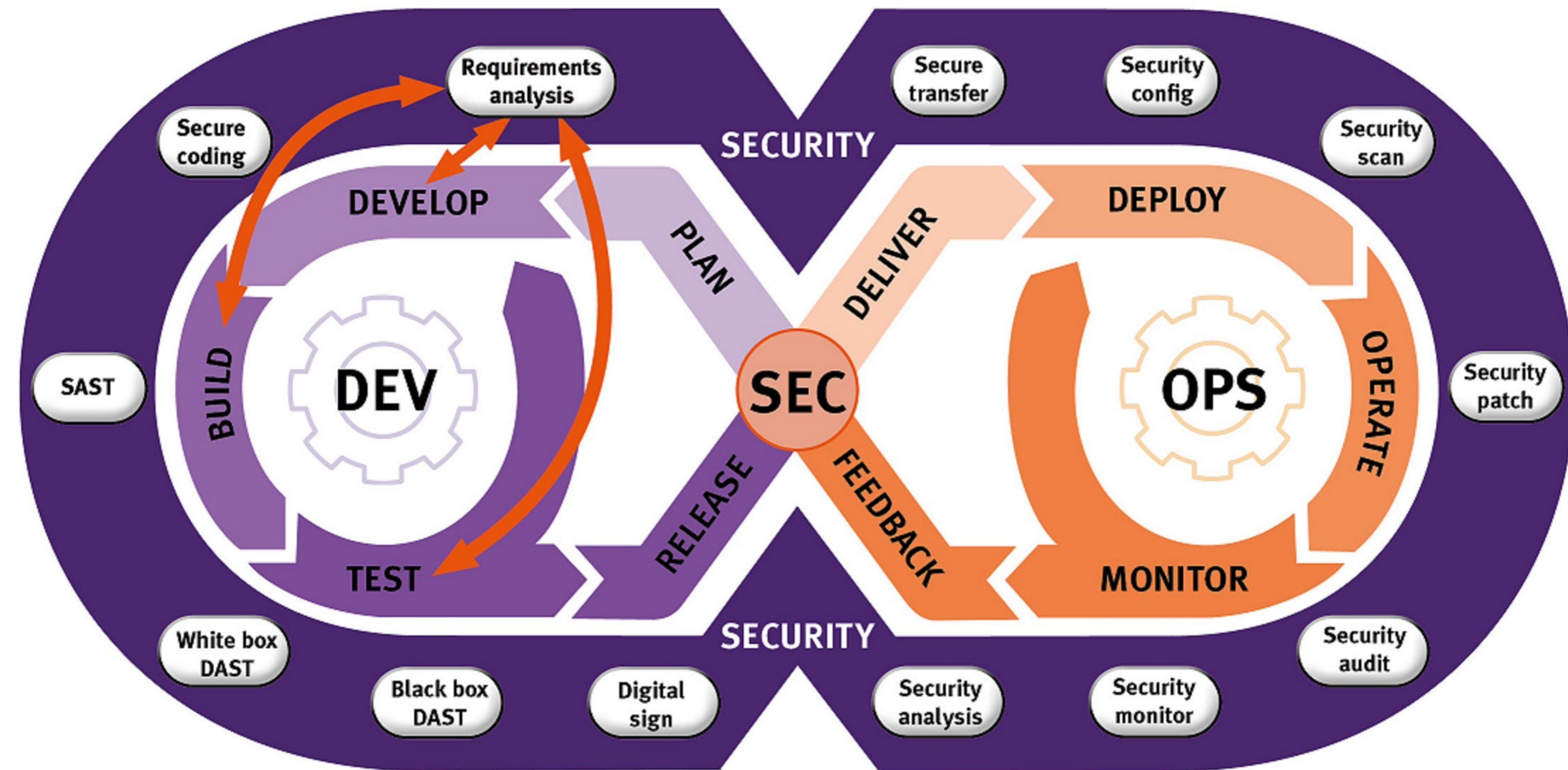
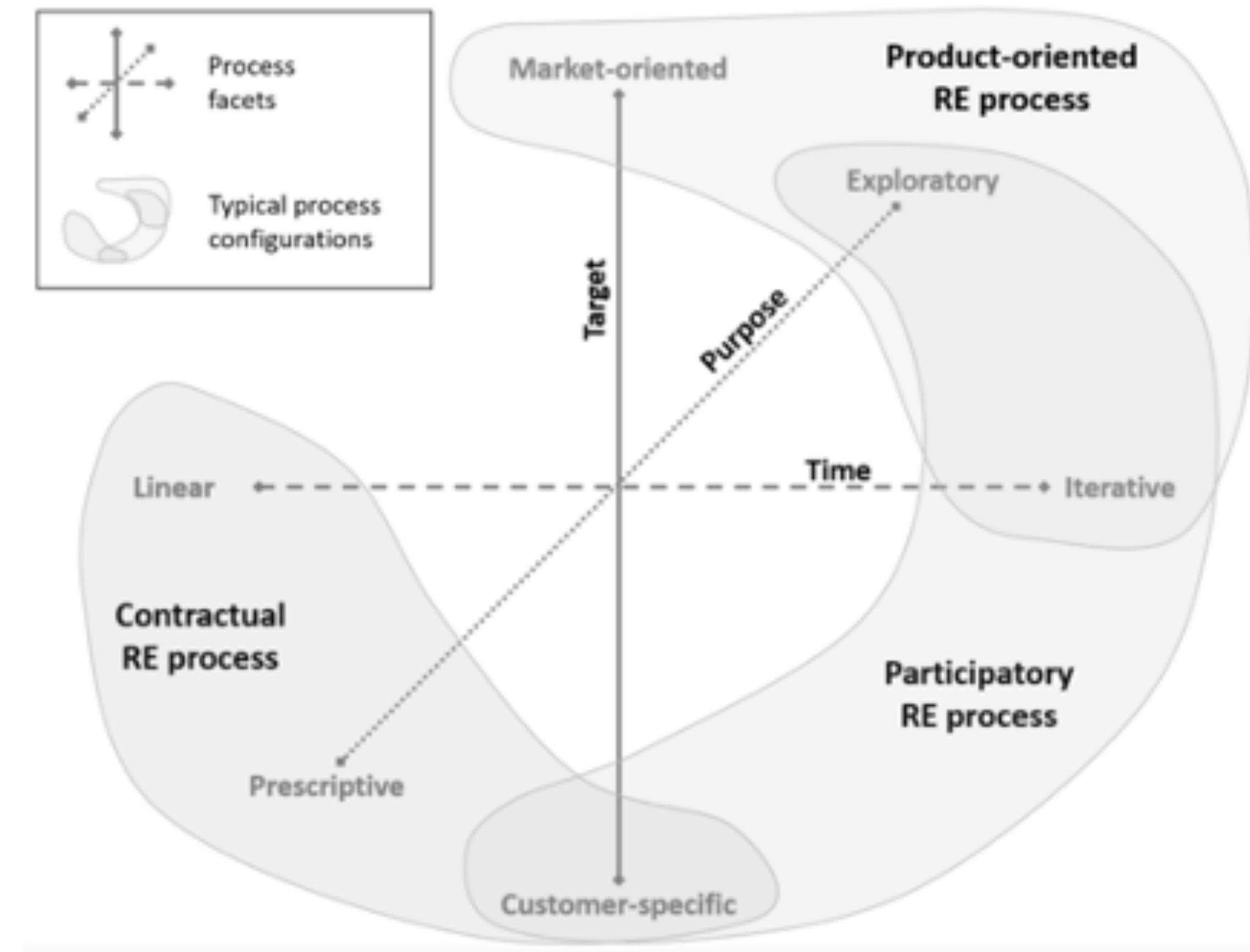


Table 4. Major DevOps Tools Related to Actors and DevOps Concepts

<i>Category</i>	<i>Examples</i>	<i>Actors</i>	<i>Goals</i>	<i>Concepts</i>
Knowledge sharing	Rocket Chat GitLab wiki Redmine Trello	Everyone	Human collaboration	Culture of collaboration Sharing knowledge Breaking down silos Collaborate across departments
Source code management	Git SVN CVS ClearCase	Dev/Ops	Human collaboration Continuous delivery	Versioning Culture of collaboration Sharing knowledge Breaking down silos Collaborate across departments
Build process	Maven Gradle Rake JUnit Sonar	Dev	Continuous delivery	Release engineering Continuous delivery Automation Testing automation, Correctness Static analysis
Continuous Integration	Jenkins GitLab CI Travis Nexus	Dev/Ops	Continuous delivery	Frequent and reliable release process Release engineering Continuous integration Deployment pipeline Continuous delivery, Automation Artifact management
Deployment automation	Chef, Puppet Docker Heroku Open Stack AWS Cloud Formation Rancher Flyway	Dev/Ops	Continuous delivery Reliability	Frequent and reliable release process Release engineering Configuration management Continuous delivery Infrastructure as code Virtualization, Containerization Cloud services, Automation
Monitoring & Logging	Nagios Zabbix Prometheus Logstash Graylog	Ops/Dev	Reliability	You built it, you run it After-hours support for Devs Continuous runtime monitoring Performance, Availability, Scalability Resilience, Reliability, Automation Metrics, Alerting, Experiments Log management, Security

# DevSecOps





Glinz, Martin, et al. "Handbook for the CPRE Foundation Level according to the IREB Standard." International Requirements Engineering Board (2020).



**What are the main differences between traditional and agile engineering?**

**Highly generalized, where should you apply what?**



Choose your fighter:



WAEZHLZ



URBANMAKER

?

# **Question 3:**

## **Inhouse or Outsource?**

# Options and Definitions

- Outsource vs Inhouse
- Offshore vs. Onshore vs. Nearshore

**Outsourcing** the process of paying to have part of a company's work done by another company

Cambridge Dictionary

**Offshoring** the practice of basing a business or part of a business in a different country, usually because this involves paying less tax or other costs

Cambridge Dictionary

**Nearshoring** is relocation of business processes to (typically) lower cost foreign locations, but in close geographical proximity

<https://en.wikipedia.org/wiki/Offshoring>



**Which advantages would you expect from offshoring?**

**Which challenges do you see?**

# Reality Check: Outsourcing benefits

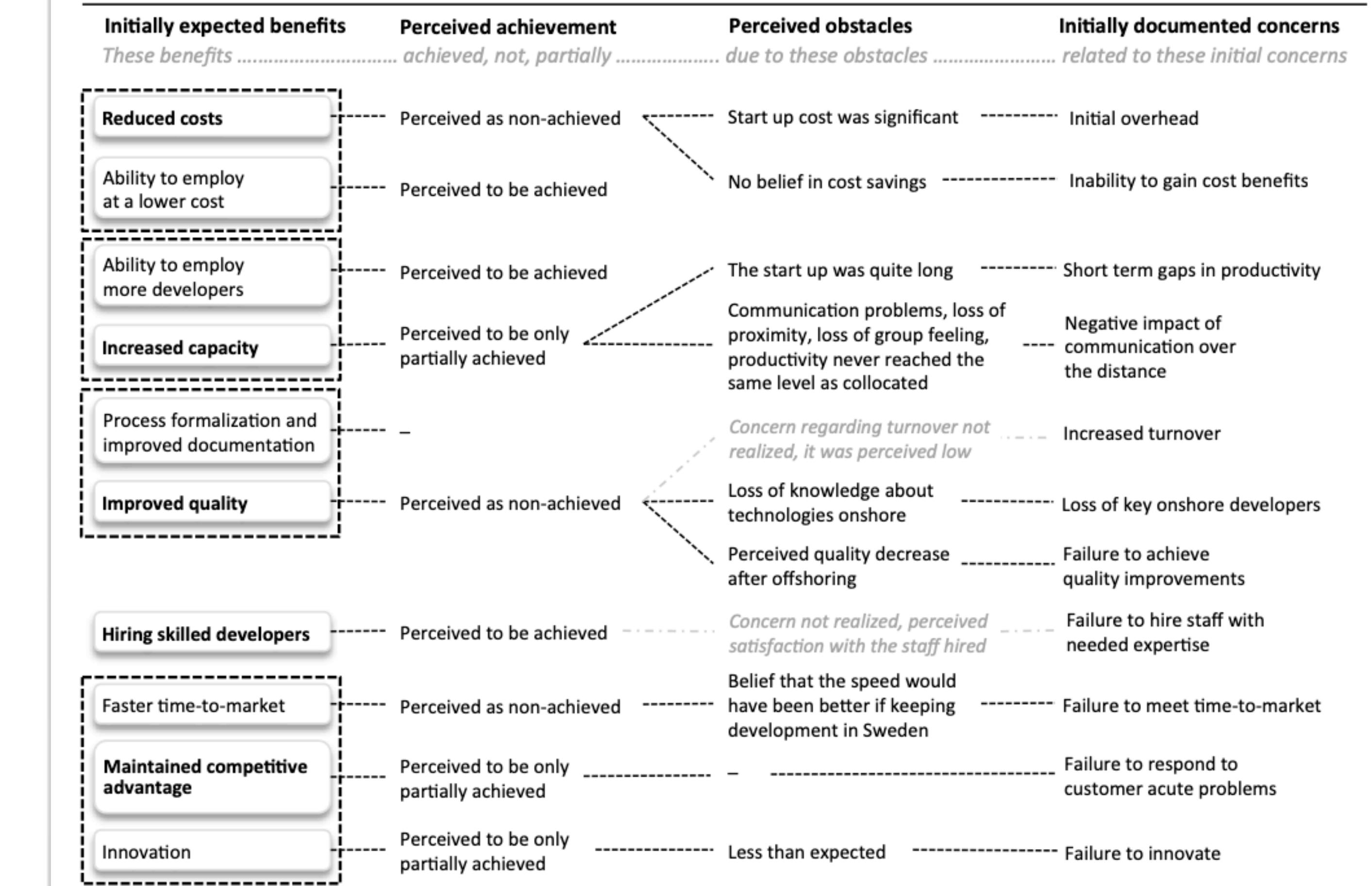


Fig. 4. Comparison of initially documented expectations and their perceived realization

Šmite, Darja, and Daniela S. Cruzes. "Expectations and achievements: a longitudinal study on an offshoring strategy." Symposium on Empirical Software Engineering and Measurement (ESEM).

IEEE, 2013.

## **Three fundamental SE process decisions that every CIO and IT manager needs to make:**

1. Project or Service
2. Waterfall or incremental-iterative
3. Inhouse or outsource (offshore or nearshore)

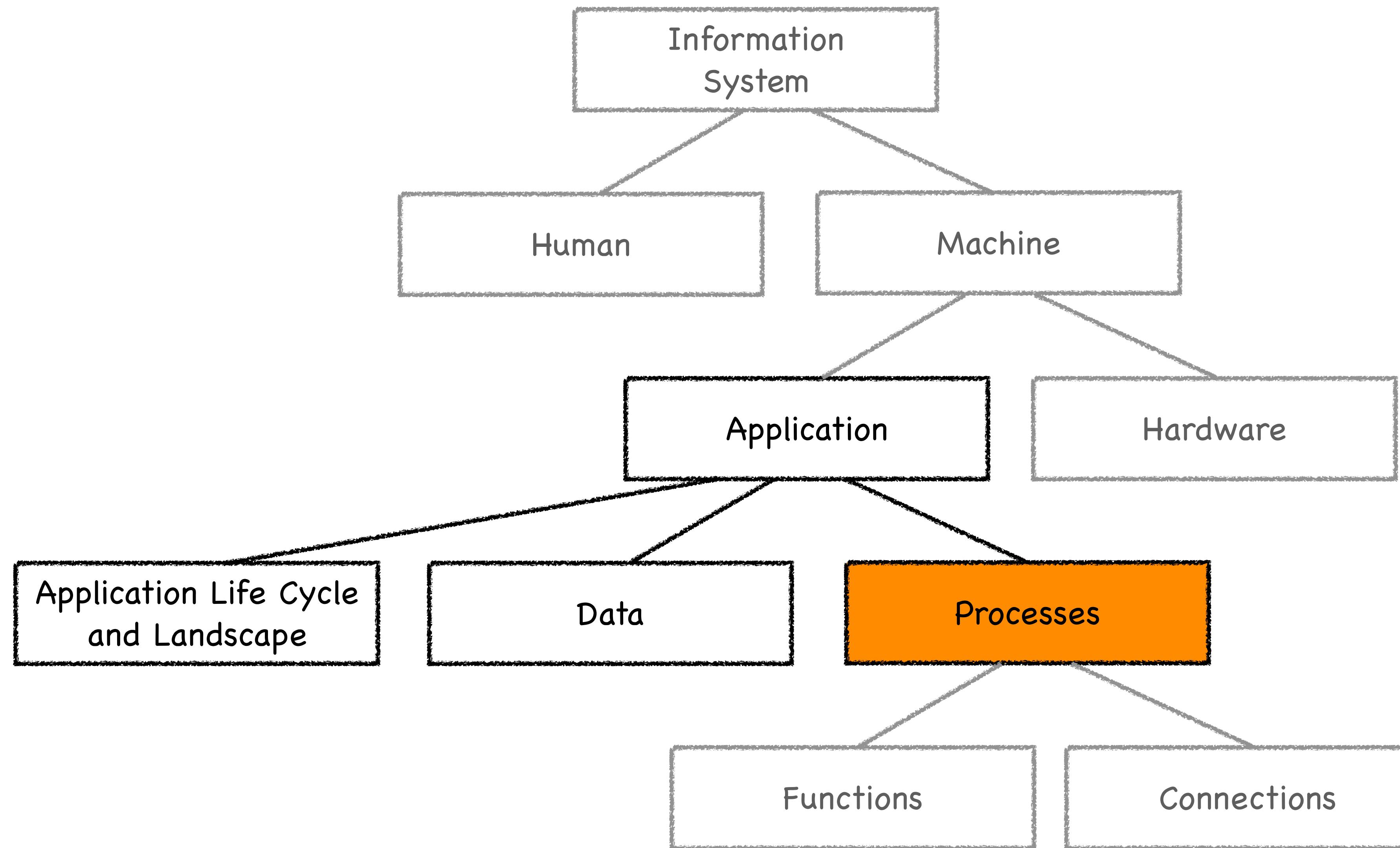
# Chapter 3.2: Management of Information Systems

## - Processes

**TOPICS:** PURPOSES OF MODELS - HISTORY OF UML - MODELING USE CASES - MODELING PROCESSES

👑 UML Use Case Diagrams

👑 UML Activity Diagrams

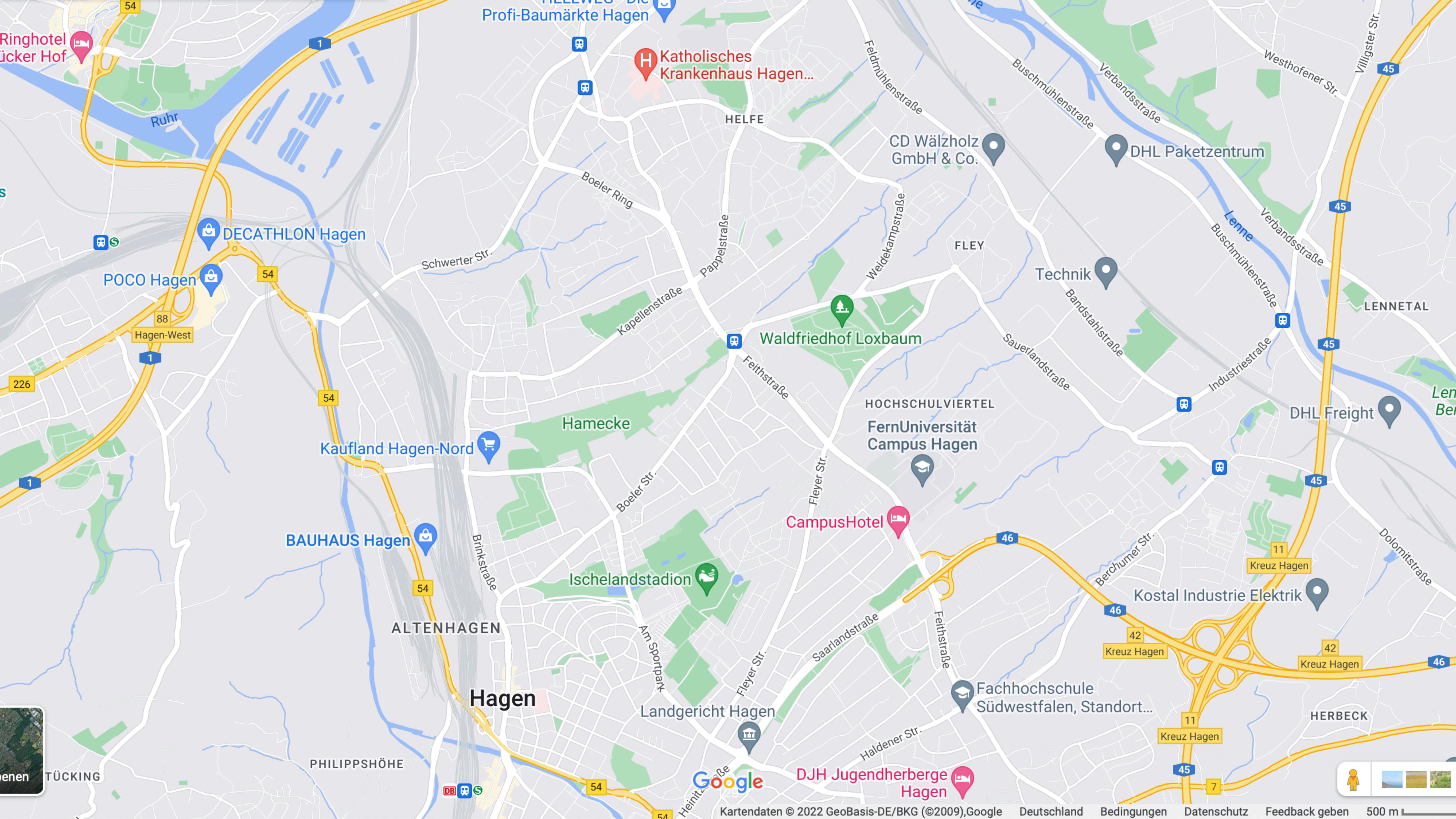


# ***Mgmt of Information Systems is often about Communication***

## **Means for Communication**

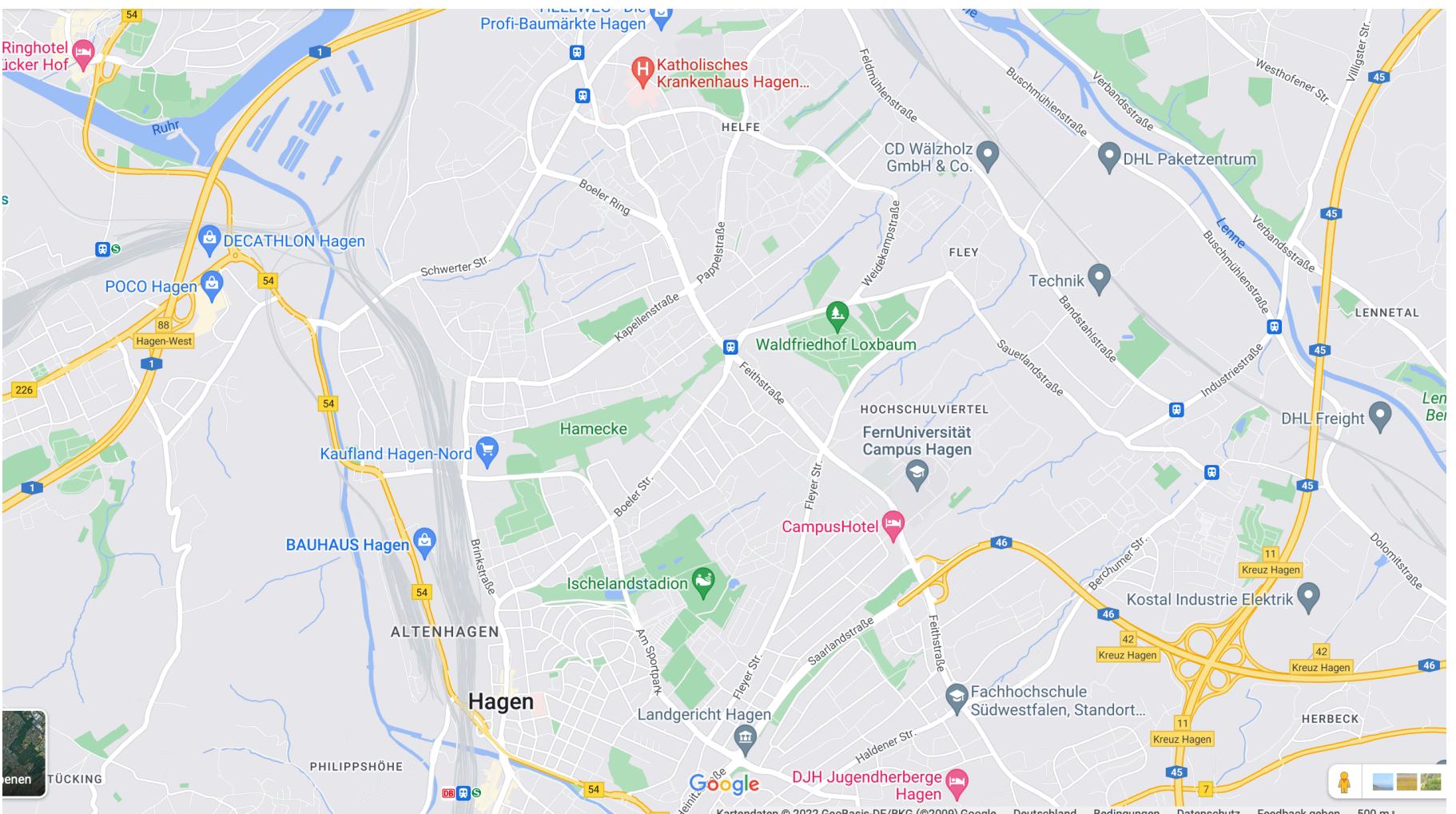
- *Speak vs. Specify*
- *Natural Language vs. Models*
  - *A model is an **abstraction** from reality with a **specific purpose** or for a **specific use**.*
  - Models in general capture not all attributes of the original, they filter all attributes except for those relevant to the model creator/user
  - There might be different models for the same part of reality



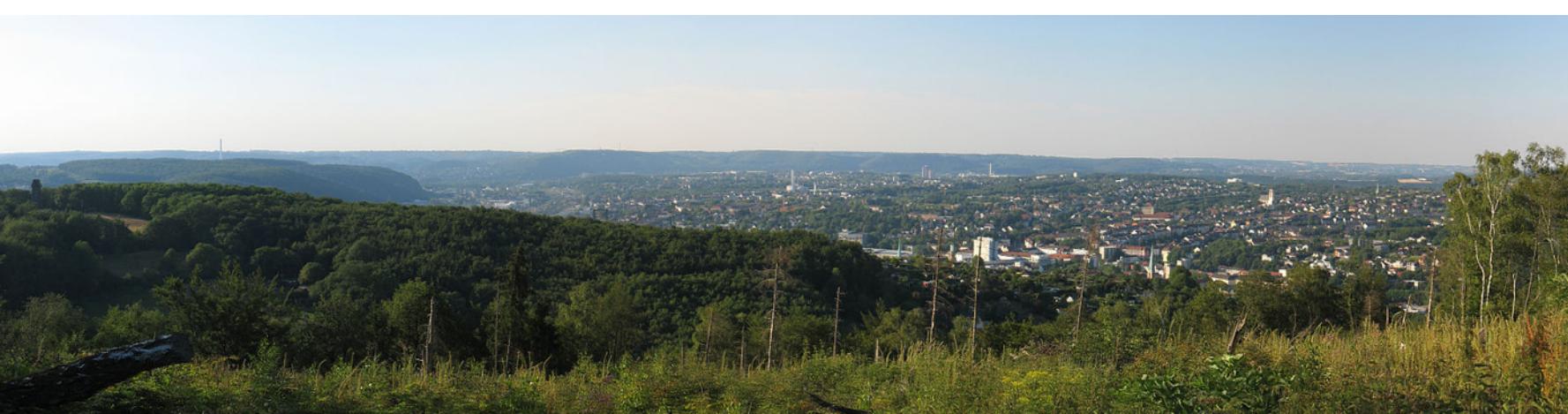


# What is a model?

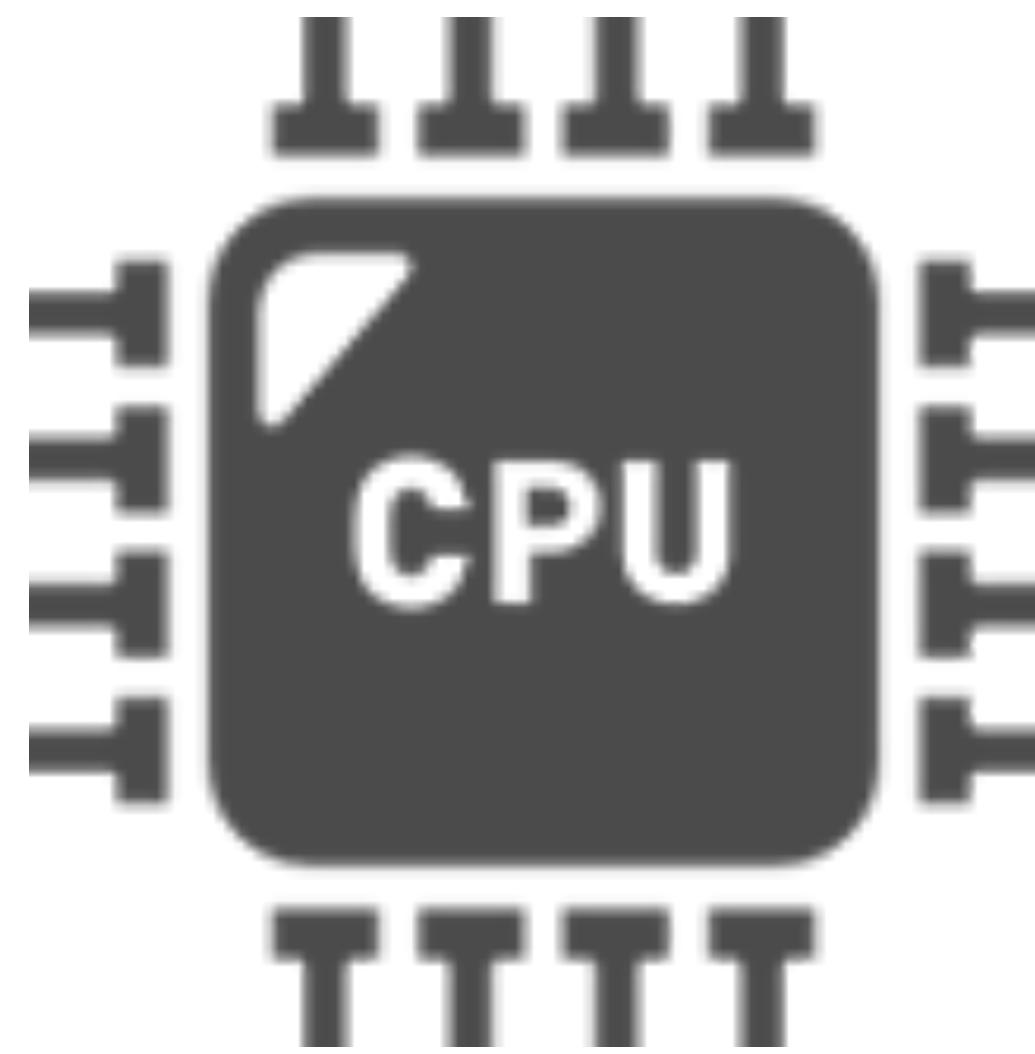
## Properties according to Stachowiak



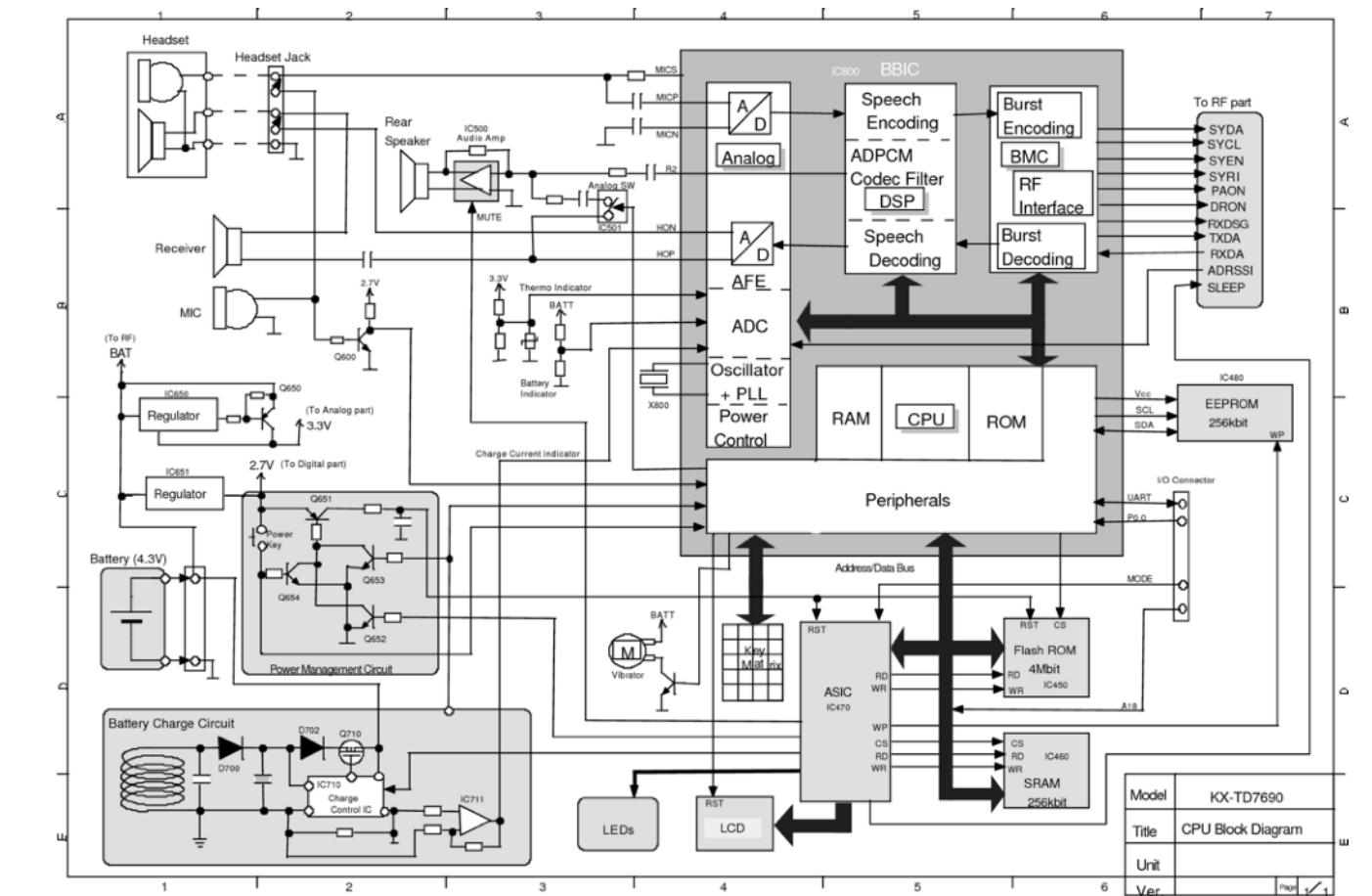
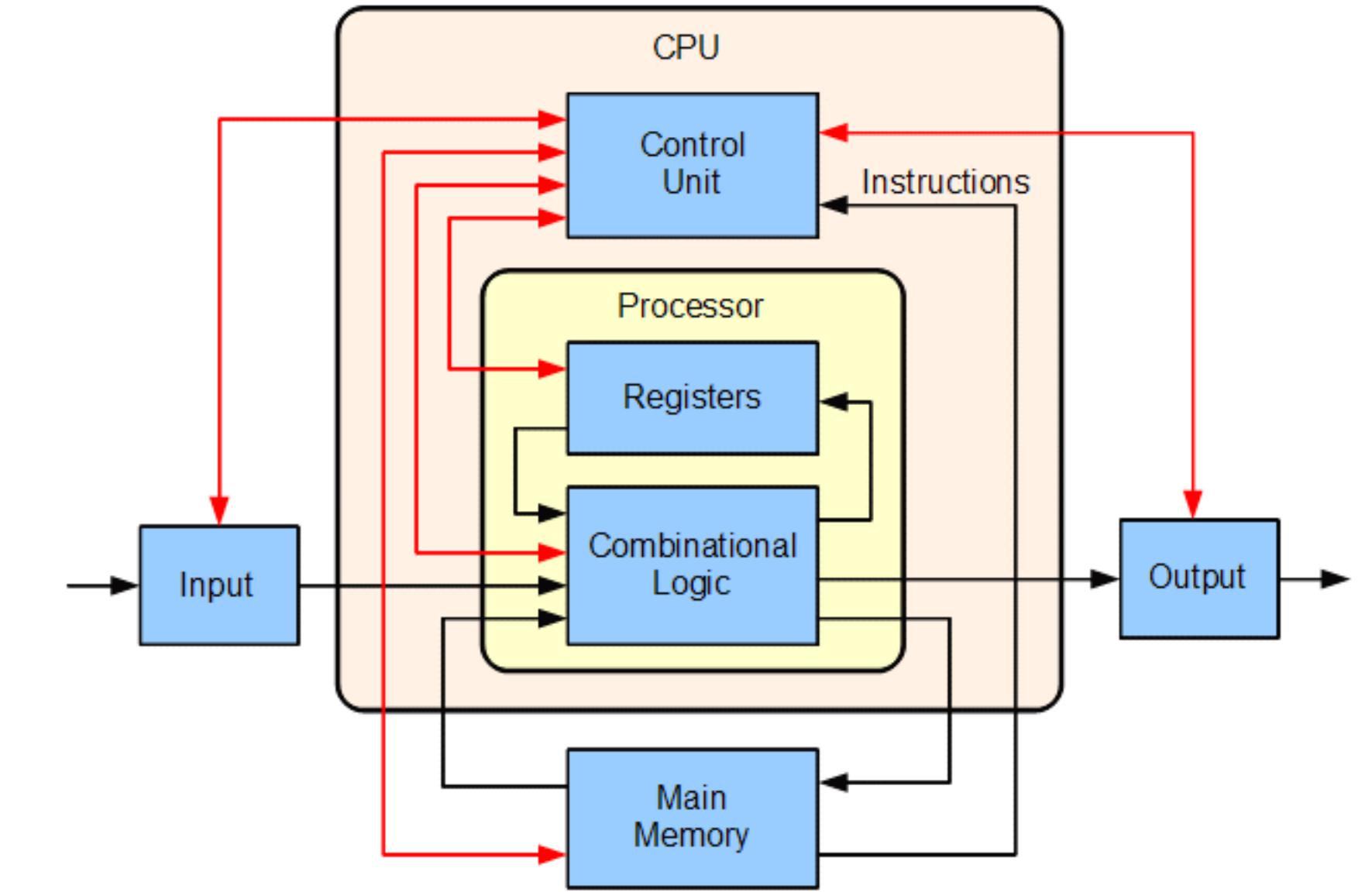
- **Mapping:** Models map the reality
- **Reduction:** Models reduce the represented reality
- **Pragmatics:** Models are constructed for a specific purpose



# Models and Reality

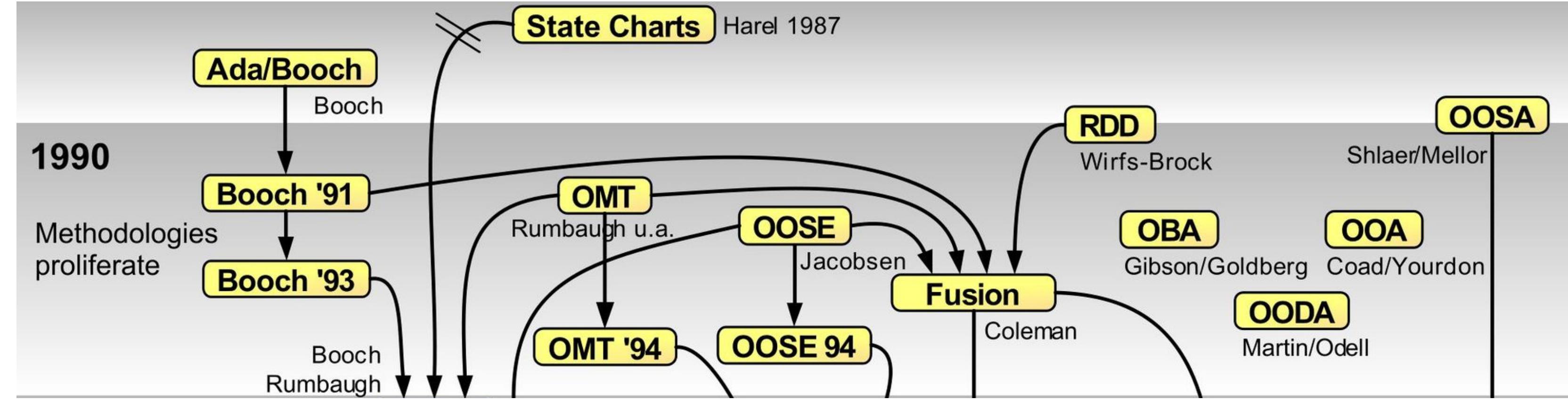


66.3 mm  
55.8mm



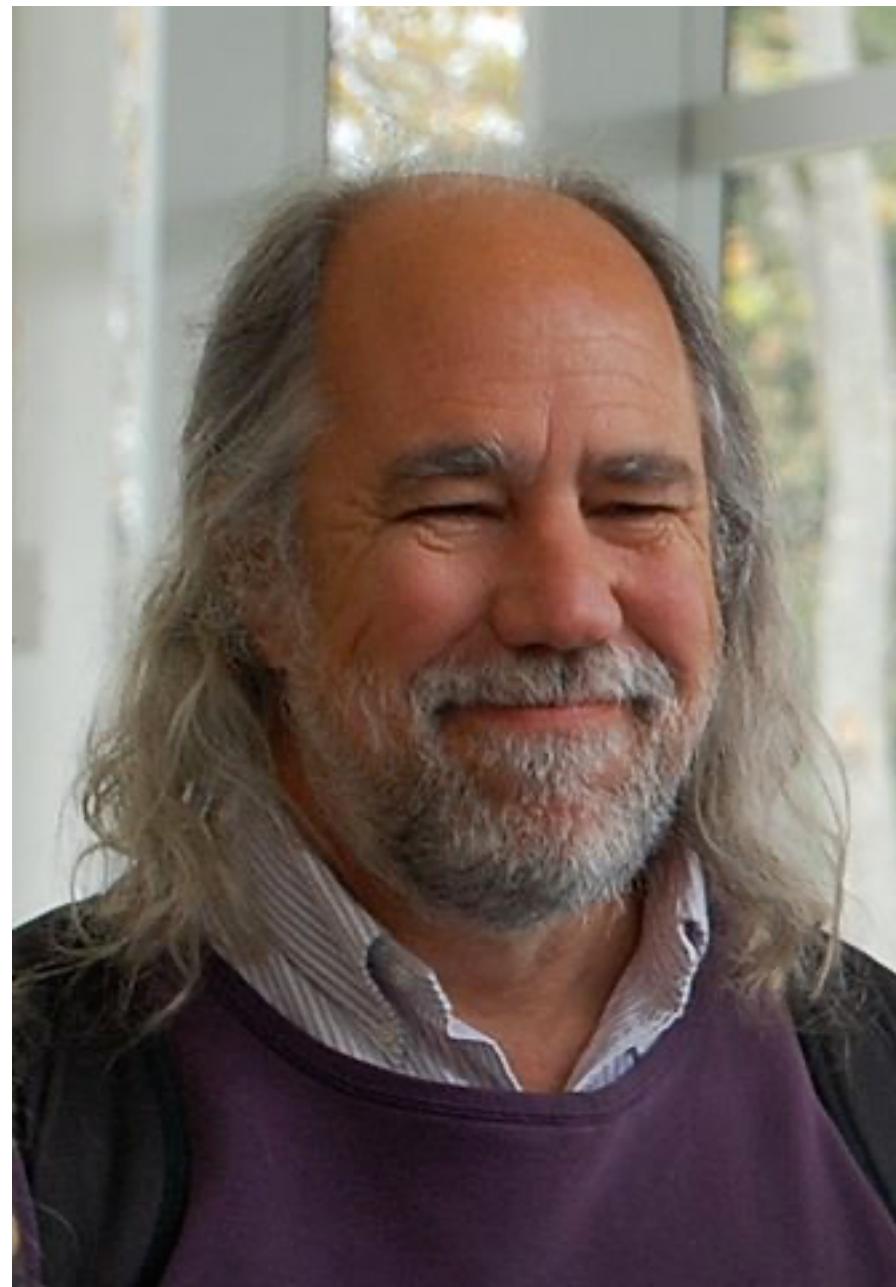


# Modeling in Software in the 80ies-90ies



# The Unified Modeling Language (UML)

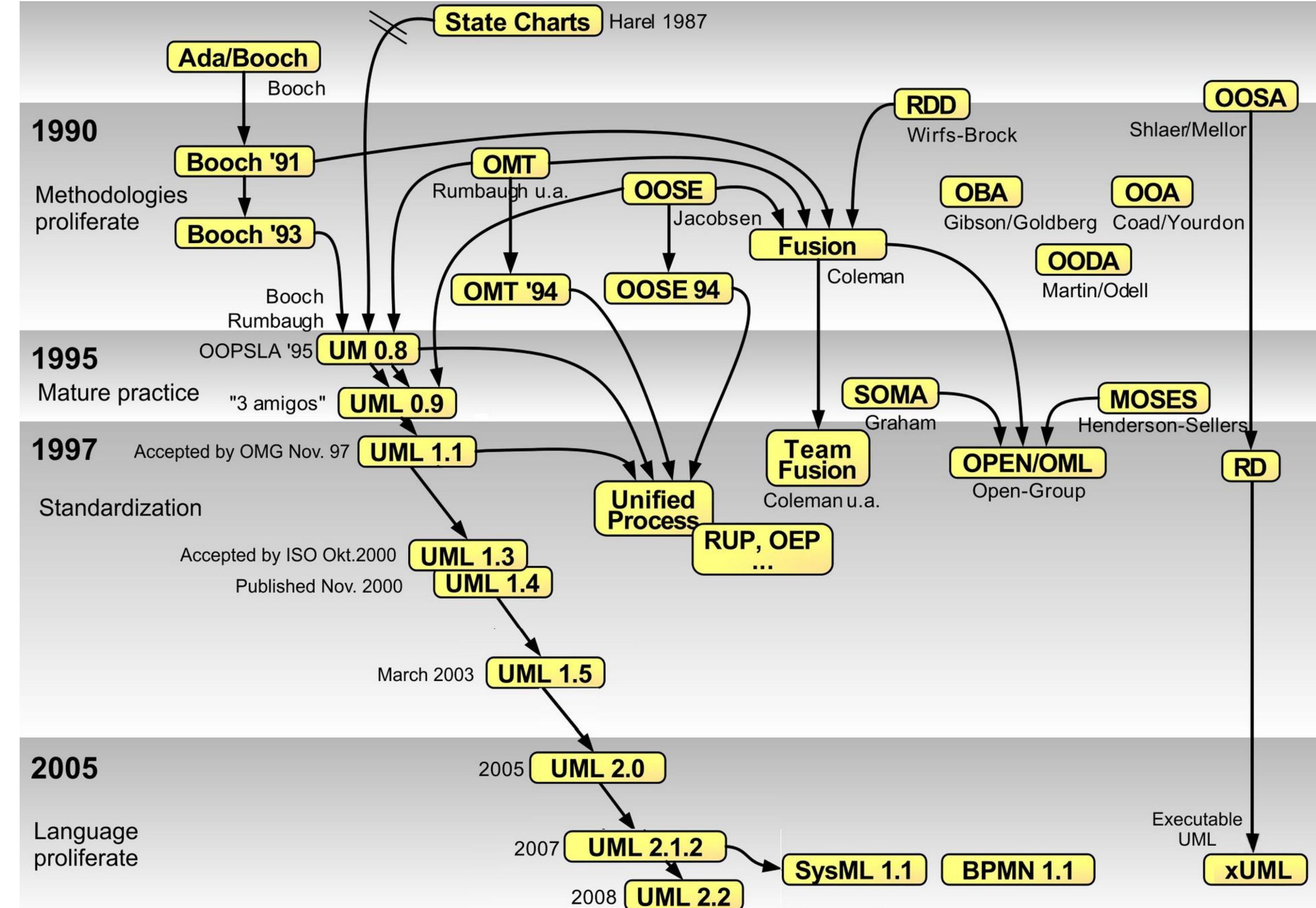
## Purpose and History



CC BY-SA 2.0

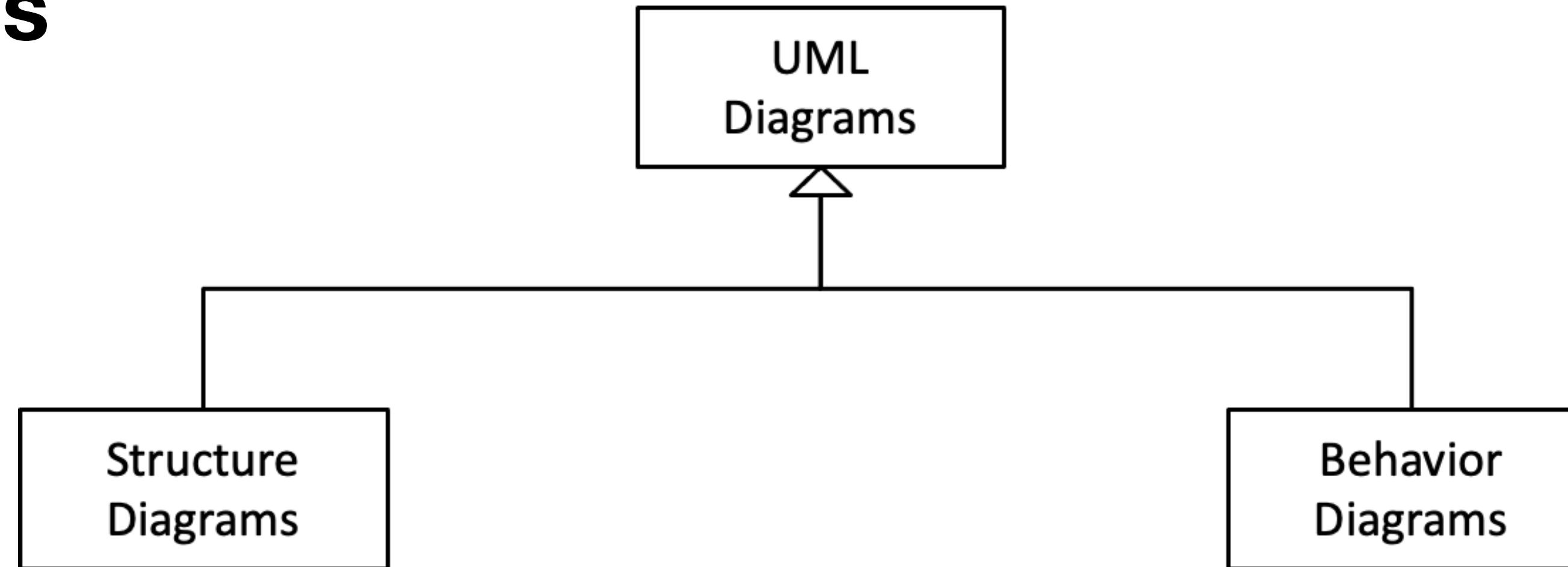
- Three of the most prominent heads (Booch, Jacobsen, Rumbaugh, "3 Amigos") wanted to create a consistent language
- §Unified Modeling Language (UML) is defined by the Object Management Group (OMG)
- UML provides many diagram types

# Modeling in Software in the 80ies-90ies



# The Unified Modeling Language (UML)

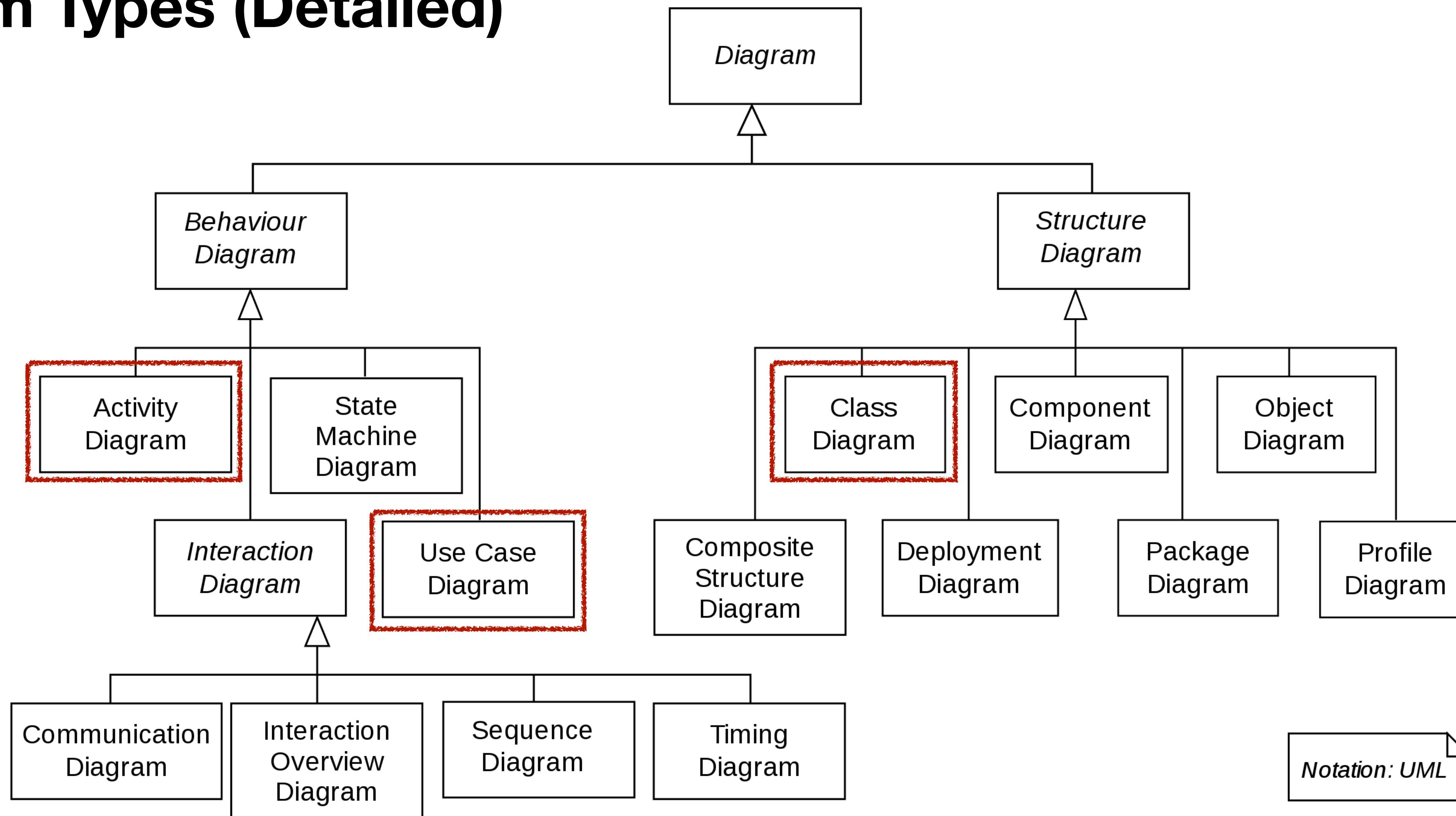
## Diagram Types



- What are the **elements** that make up our system?
- What are the syntactic **interfaces** between the elements?
- What are possible **configurations** of the system elements?
- Which **stakeholders** and **actors** are involved with the system?
- Which **use cases** and scenarios shall the system support?
- What is the **input/output behavior** of the system (elements)?
- Which **actions** are performed by the system (elements)?
- What **states** can the system (elements) be in and when does it transition from one to the next?

# The Unified Modeling Language (UML)

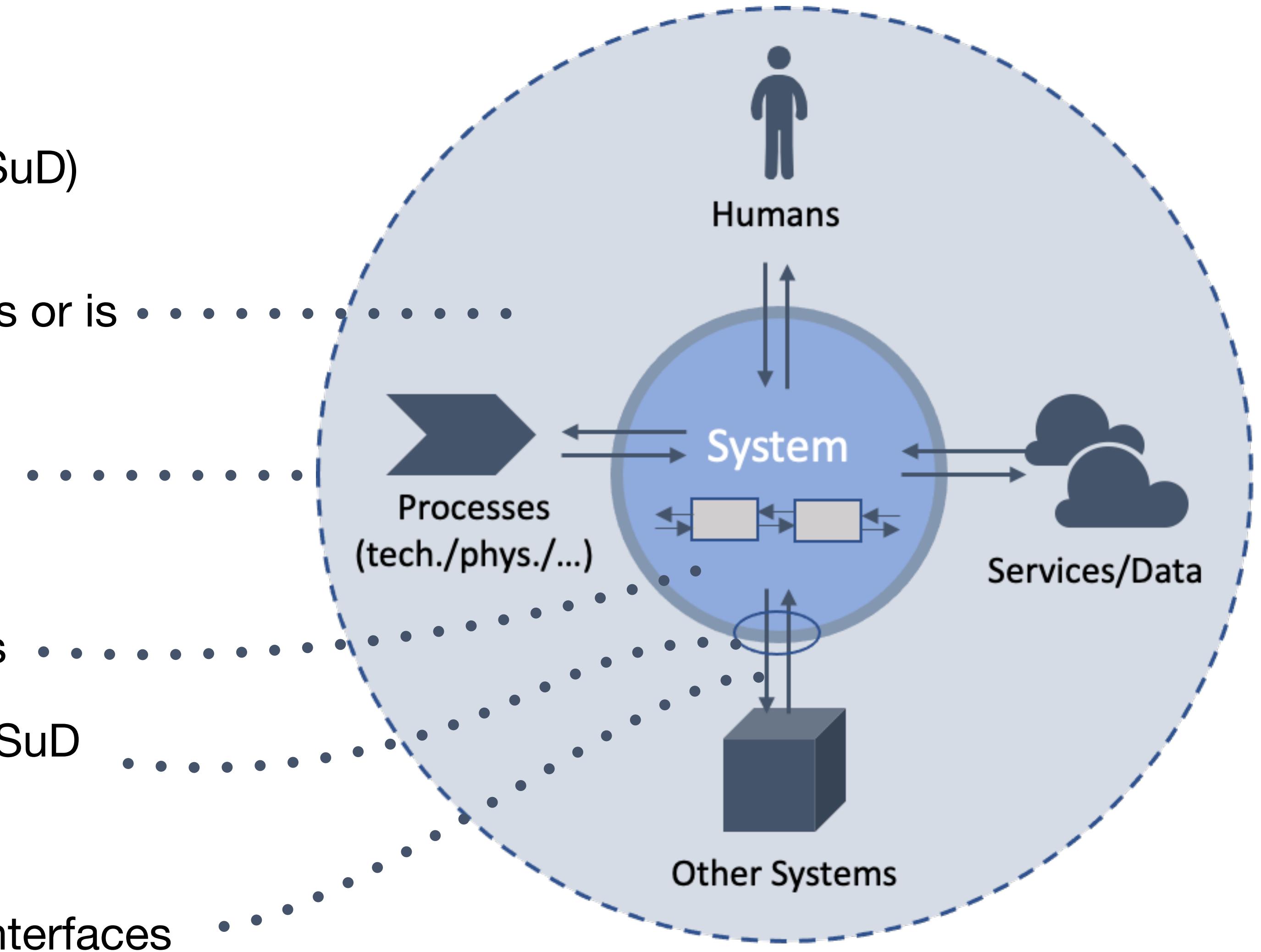
## Diagram Types (Detailed)



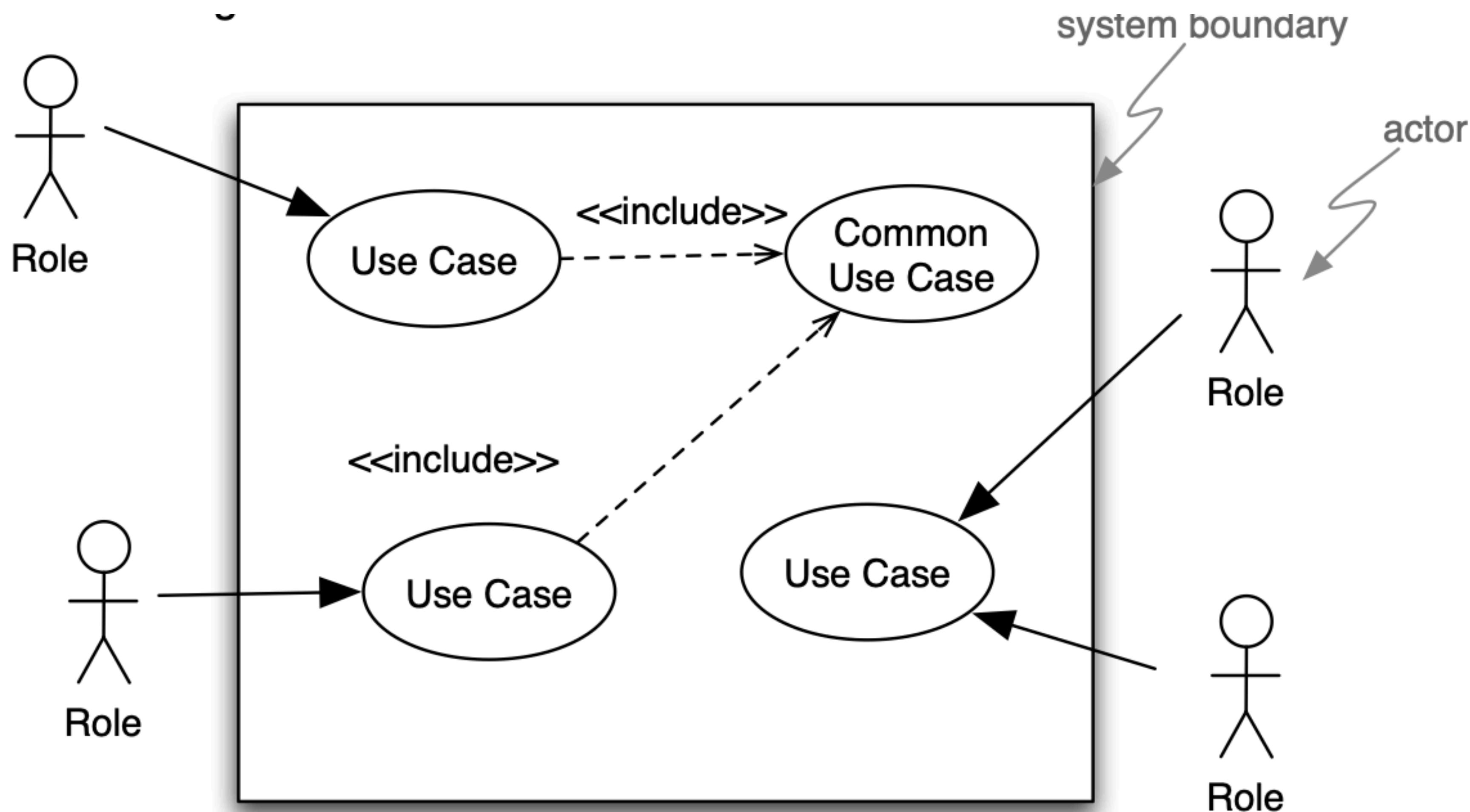
# Definition: What's a system?

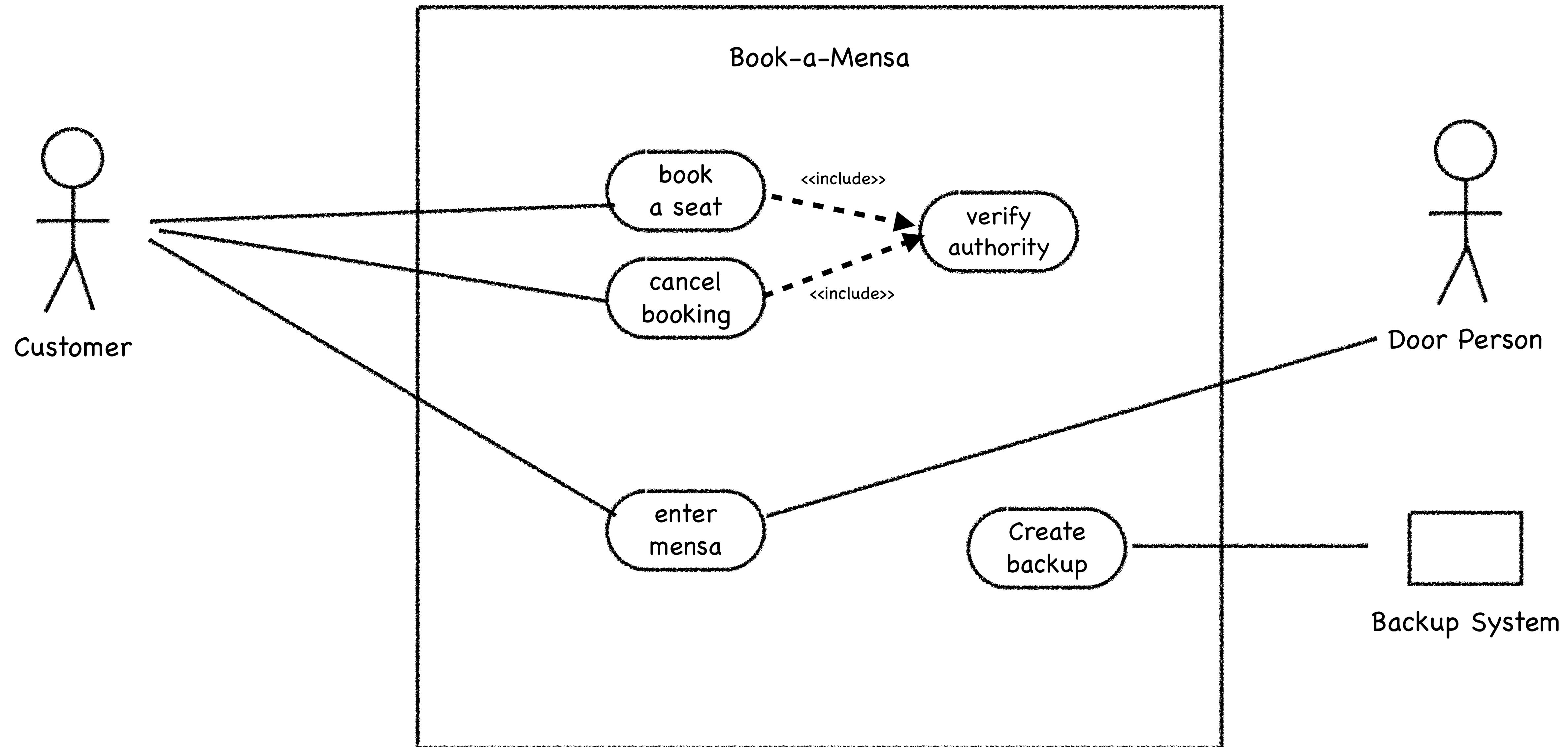
A System (System under Development - SuD) has:

1. An **operational context** that influences or is influenced by the SuD
2. The **context boundary** separates the operational context from non relevant environment
3. An **inner structure** of related elements
4. **Interfaces** that clearly distinguish the SuD from its context and define the system boundary
5. **Behavior** that is observable at these interfaces



# UML Use Case Diagrams





# UML Use Case Diagrams: Recap

Was this too fast for you? Check the video.

The image shows a woman with curly hair smiling on the left side of the slide. On the right side, there is a UML Use Case Diagram with the title "UML TUTORIAL Use Case Diagrams" in large white text. The diagram illustrates a system boundary containing several use cases: "Log In", "Verify Password", "Display Login Error", "Make Payment", "Pay from Savings", and "Pay from Checking". External actors "Customer" and "Bank" are shown outside the boundary, interacting with the "Log In" and "Make Payment" use cases respectively. Relationships between use cases include an "include" relationship from "Log In" to "Verify Password" and an "extend" relationship from "Display Login Error" to "Log In". A generalization relationship connects "Pay from Savings" and "Pay from Checking" to the "Make Payment" use case.

LucidChart. UML Use Case Diagram Tutorial  
<https://www.youtube.com/watch?v=zid-MVo7M-E>

# Detailed Use Case: Cockburn Template (excerpt)

**Use Case Name:** *Order bike to user*

**Goal in Context:** As a user, I want to order a bike to come to my position, so that I do not have to search for a bike.

**Precondition:** User position can be reached by the bike

**Success End Condition:** The user gets a bike at their position.

**Failed End Condition:** The user is informed about the problem.

## Description / Main Success Scenario:

Step 1: The user requests a bike to come to the users current position.

Step 2: The bike acknowledges.

Step 3: The bike drives to the user position.

Step 4: The user receives the bike.

## Alternatives:

Step 1: The user requires a bike to come to a determined positions.

Step 2: The bike acknowledges

Step 3: The bike drives to the determined position.

Continue with Step 4.

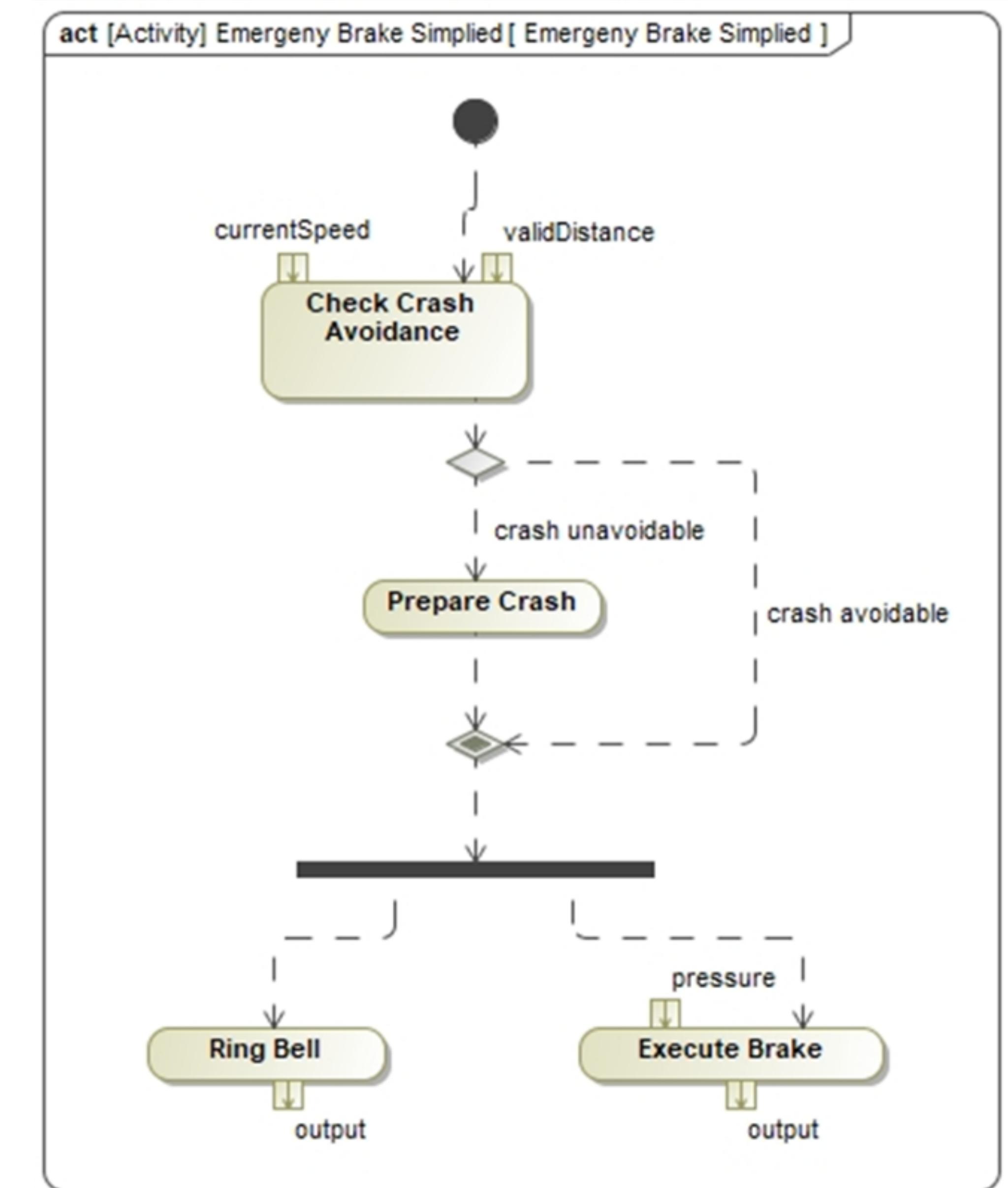
# UML Activity Diagrams

An Activity Diagram visualizes:

- Activities, which specify a transformation from input to output via a sequence of actions.
- Building blocks of an activity: Actions
- Optionally: Inputs and outputs of each action
- Optionally: Who is executing which action? ("swimlanes", next slide)

Model forks in a process:

- Decision/merge node: Only one outgoing edge is taken and only if the edge's guard is fulfilled
- Fork/join node: Potentially all outgoing edges are taken



# UML Activity Diagrams for Describing Use Cases

**Use Case Name:** *Order bike to user*

**Goal in Context:** As a user, I want to order a bike to come to my position, so that I do not have to search for a bike.

**Precondition:**

User position can be reached by the bike

**Success End Condition:**

The user gets a bike at their position.

**Failed End Condition:**

The bike could not reach the user position

**Description:**

Step 1: The user requests a bike to come to the users current position.

Step 2: The bike acknowledges.

Step 3: The bike drives to the user position.

Step 4: The user receives the bike.

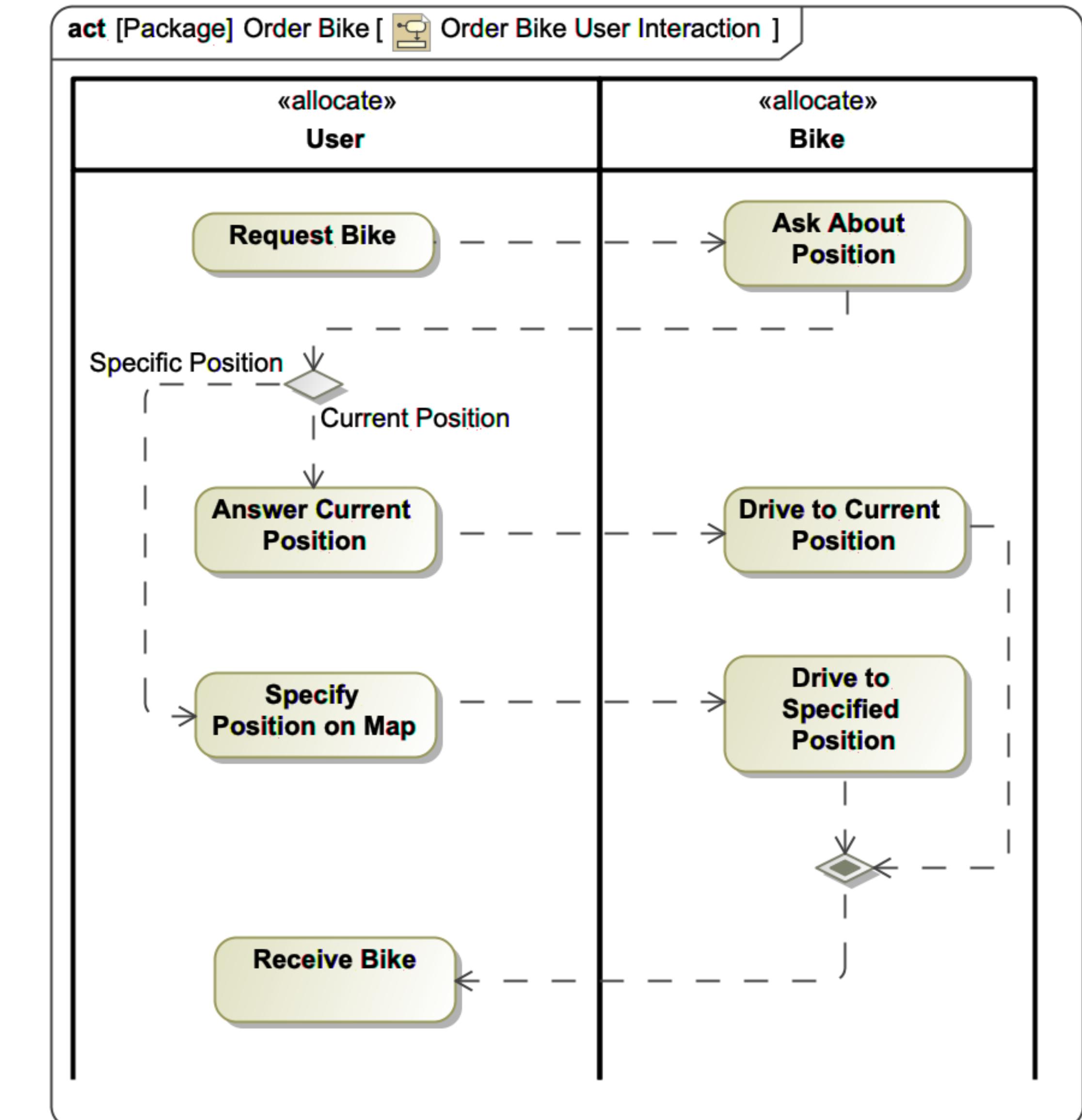
**Alternatives:**

Step 1: The user requires a bike to come to a determined positions.

Step 2: The bike acknowledges

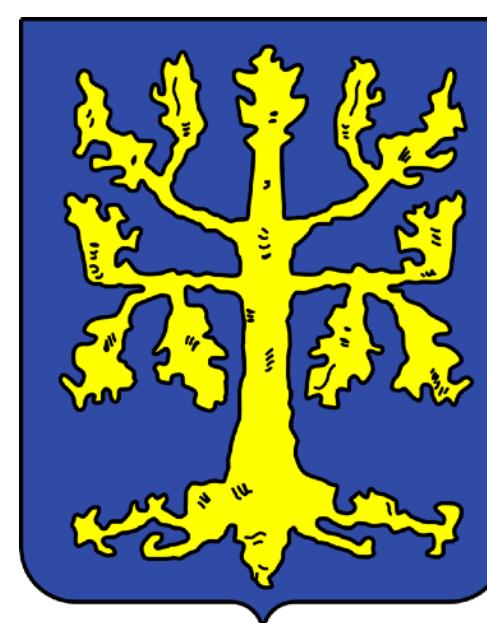
Step 3: The bike drives the to determined position.

Continue with Step 4.





Choose your fighter:



Munich RE



URBANMAKER



OpenAI

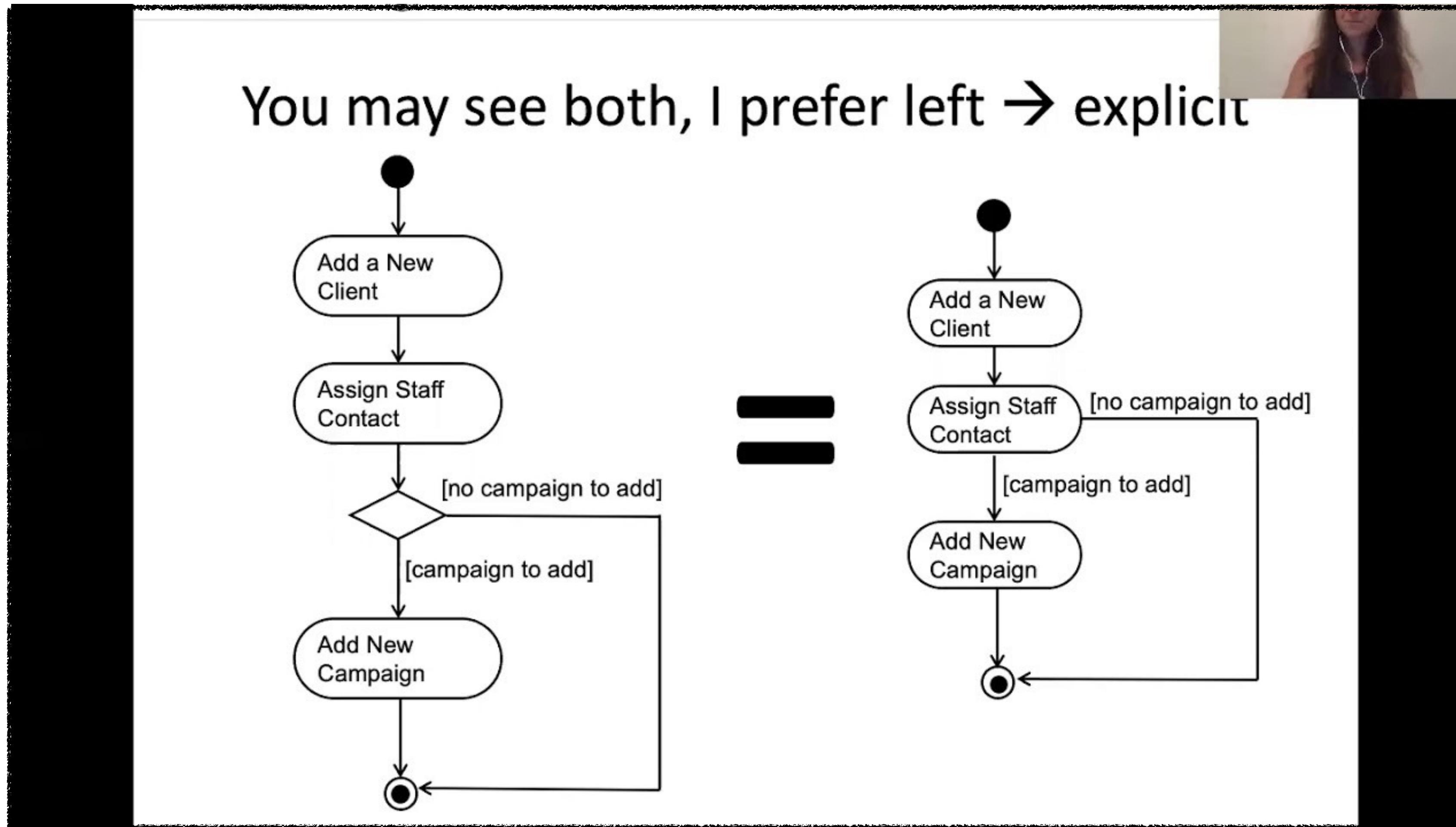


WAEZHLZ

?

# UML Activity Diagrams: Recap

Was this too fast for you? Check the video.



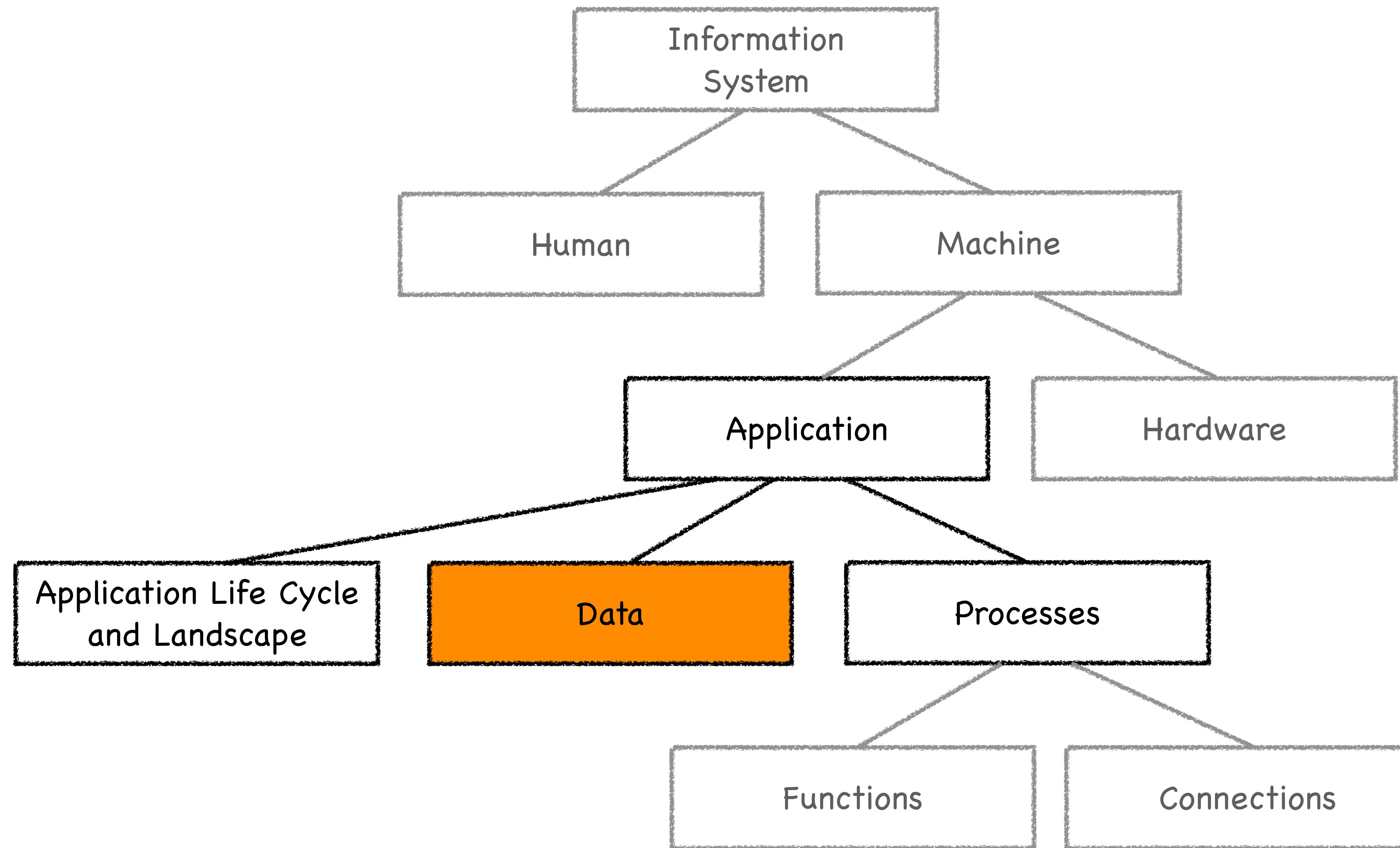
# Chapter 3.3: Management of Information Systems

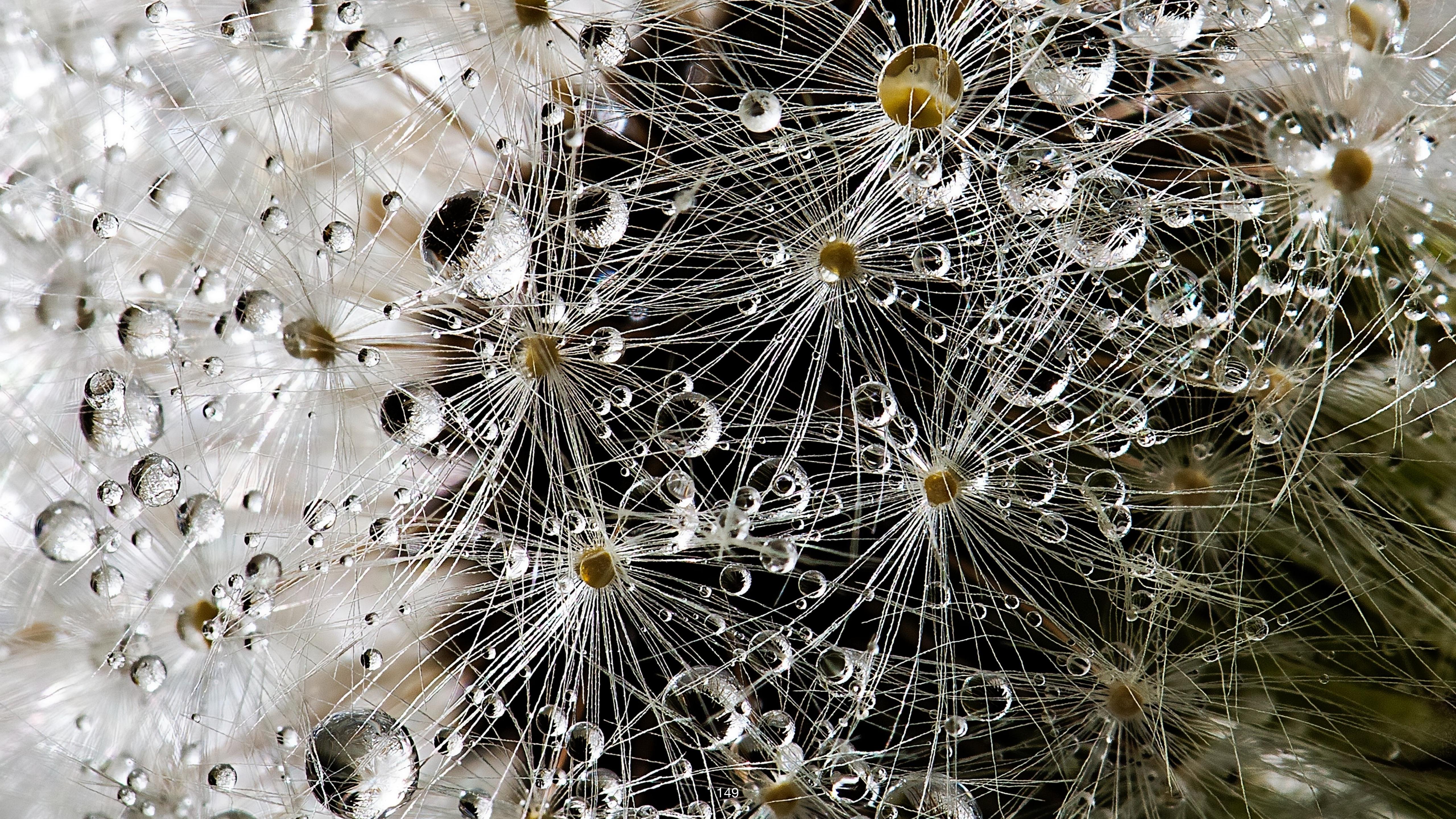
## - Data

**TOPICS:** THE ROLE OF DATA - MODELING DATA - COMBINING DATA AND ACTIVITIES INTO MODEL-BASED SYSTEMS ENGINEERING (MBSE)

👑 UML Class Diagrams

👑 Model-Based Systems Engineering







# The Mental Model

**Mental model:** A mental model is the organized understanding and mental representation of knowledge about key elements of the system under consideration.

Donald A Norman. Some observations on mental models. Mental models, 1983.

- Mental Models form the fabric of communication, architecture, databases, project planning, contract negotiation ...
- Modern approaches (e.g. Domain Driven Design) re-focus on the importance of a common terminology

---

Evans, E., 2004. Domain driven design : tackling complexity in the heart of software. Addison-Wesley.

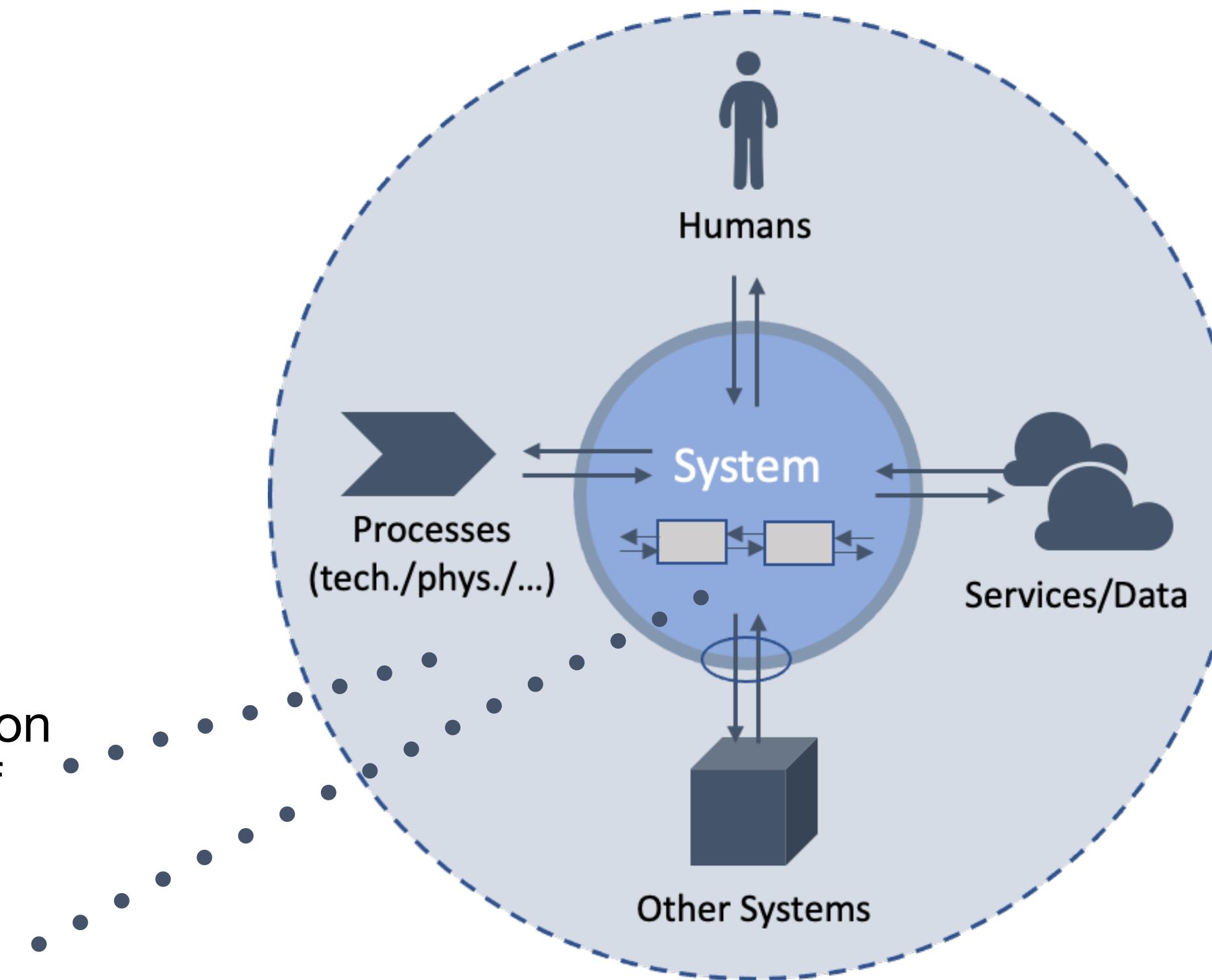
Eric Evans, 2019. What is DDD?. DDD Europe 2019.  
<https://www.youtube.com/watch?v=pMuiVlnGqjk>

# Modeling: The what and why

## Modeling Object: What is modeled?

**Domain Models** as description of the **application domain** of the system to be built.

**System Models** as abstract representation of the system and its architecture.



## Modeling Purpose: What is it modeled for?

**Conceptual Models** for stakeholders, developers, testers, users, etc. prioritizes *understandability* for the target users over *formality*.

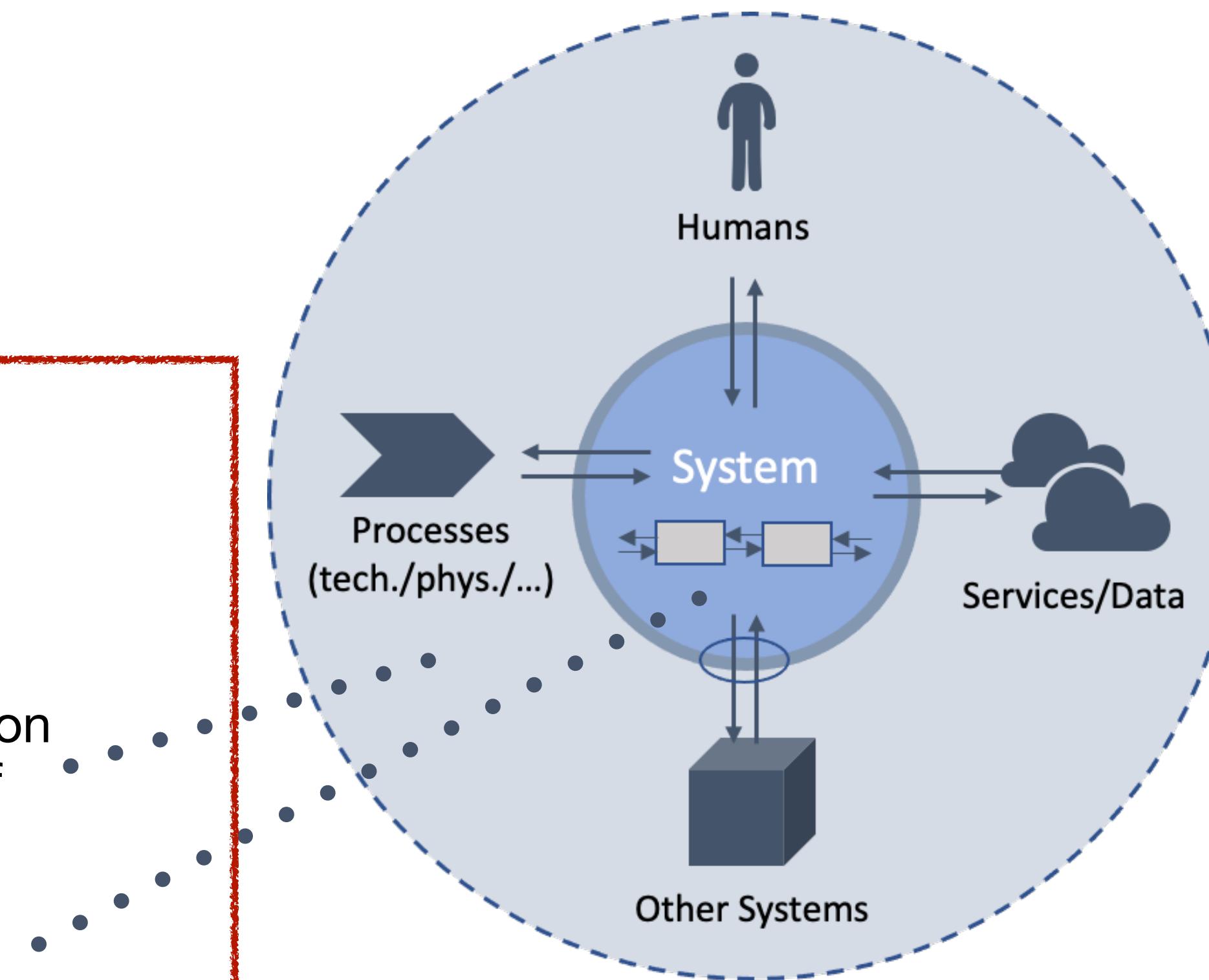
**Specification Models** allow to generate source code or test cases for the final system and therefore must be *formally precise*.

# Modeling: The what and why

## Modeling Object: What is modeled?

**Domain Models** as description of the **application domain** of the system to be built.

**System Models** as abstract representation of the system and its architecture.

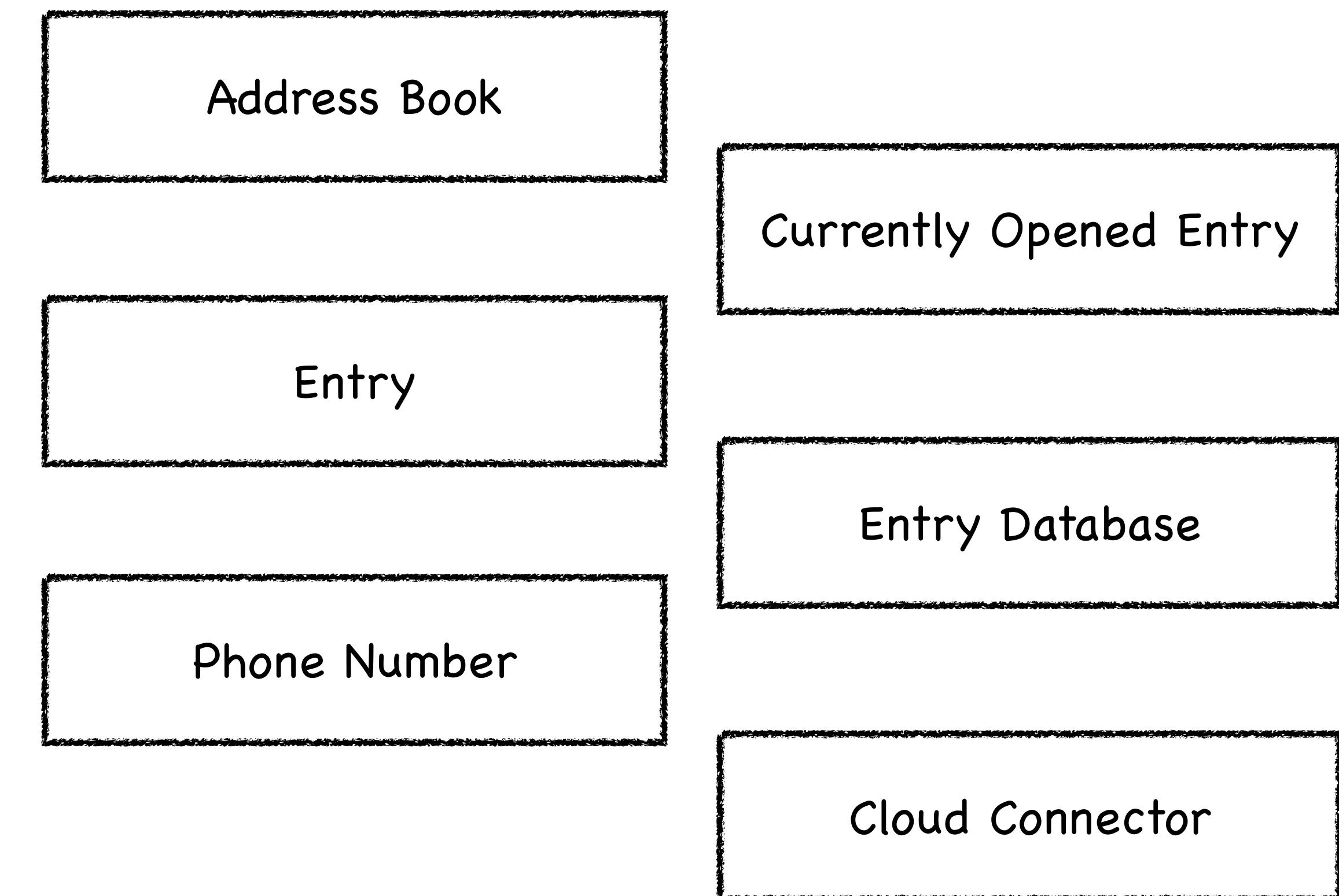
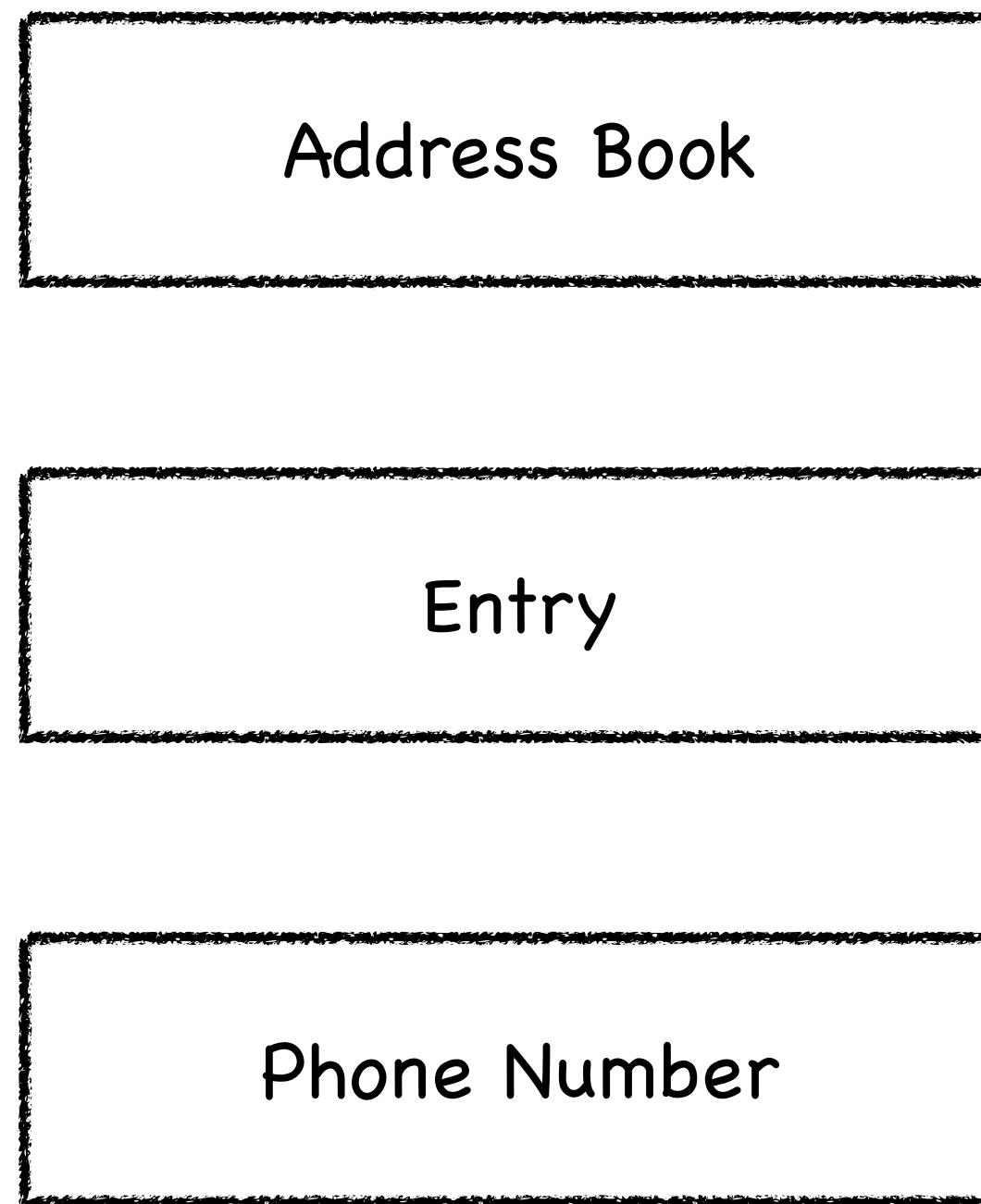


## Modeling Purpose: What is the model for?

**Conceptual Models** for stakeholders, developers, testers, users, etc. prioritizes *understandability* for the target users over *formality*.

**Specification Models** allow to generate source code or test cases for the final system and therefore must be *formally precise*.

# Domain Models vs. System Models

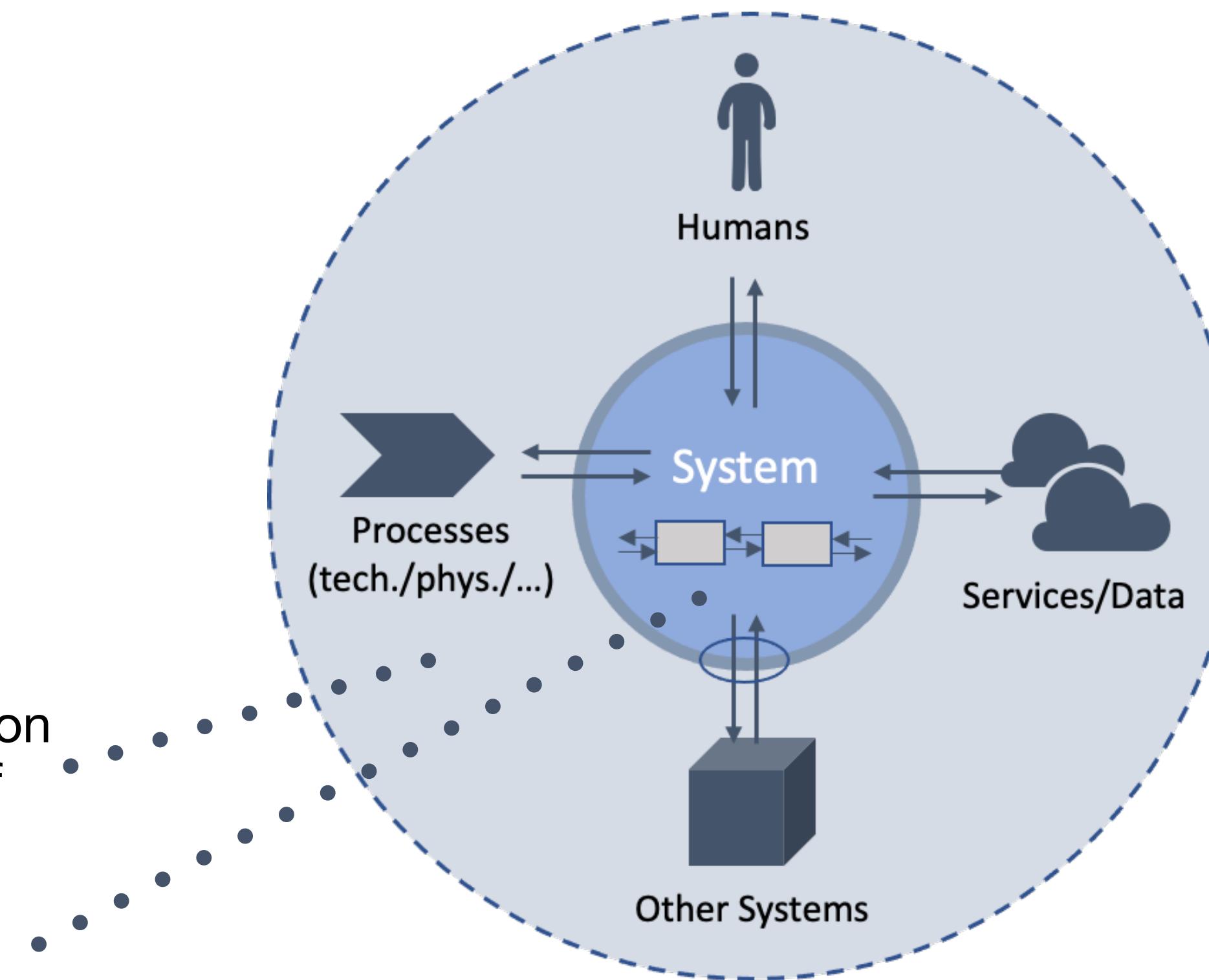


# Modeling: The what and why

## Modeling Object: What is modeled?

**Domain Models** as description of the **application domain** of the system to be built.

**System Models** as abstract representation of the system and its architecture.

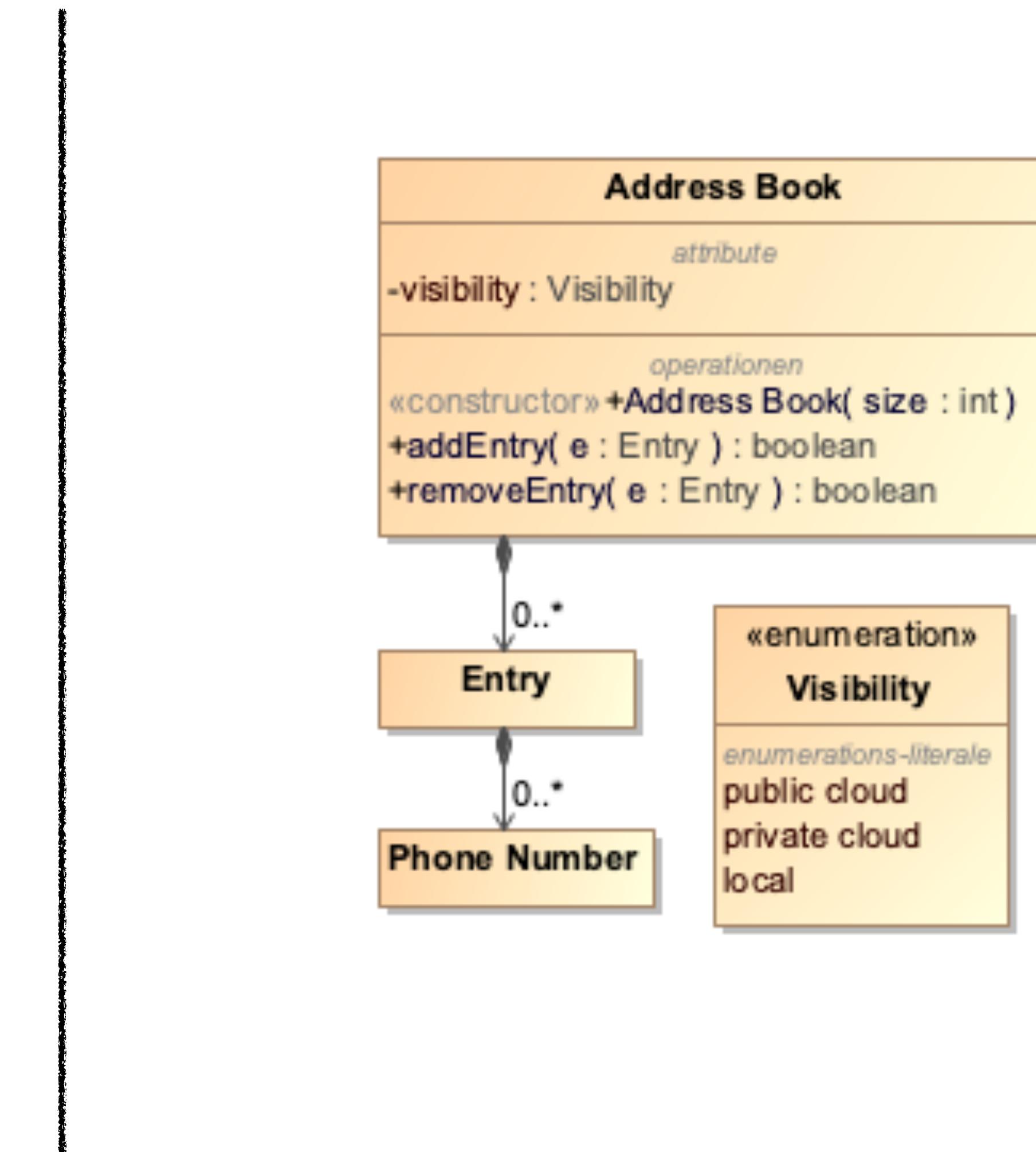
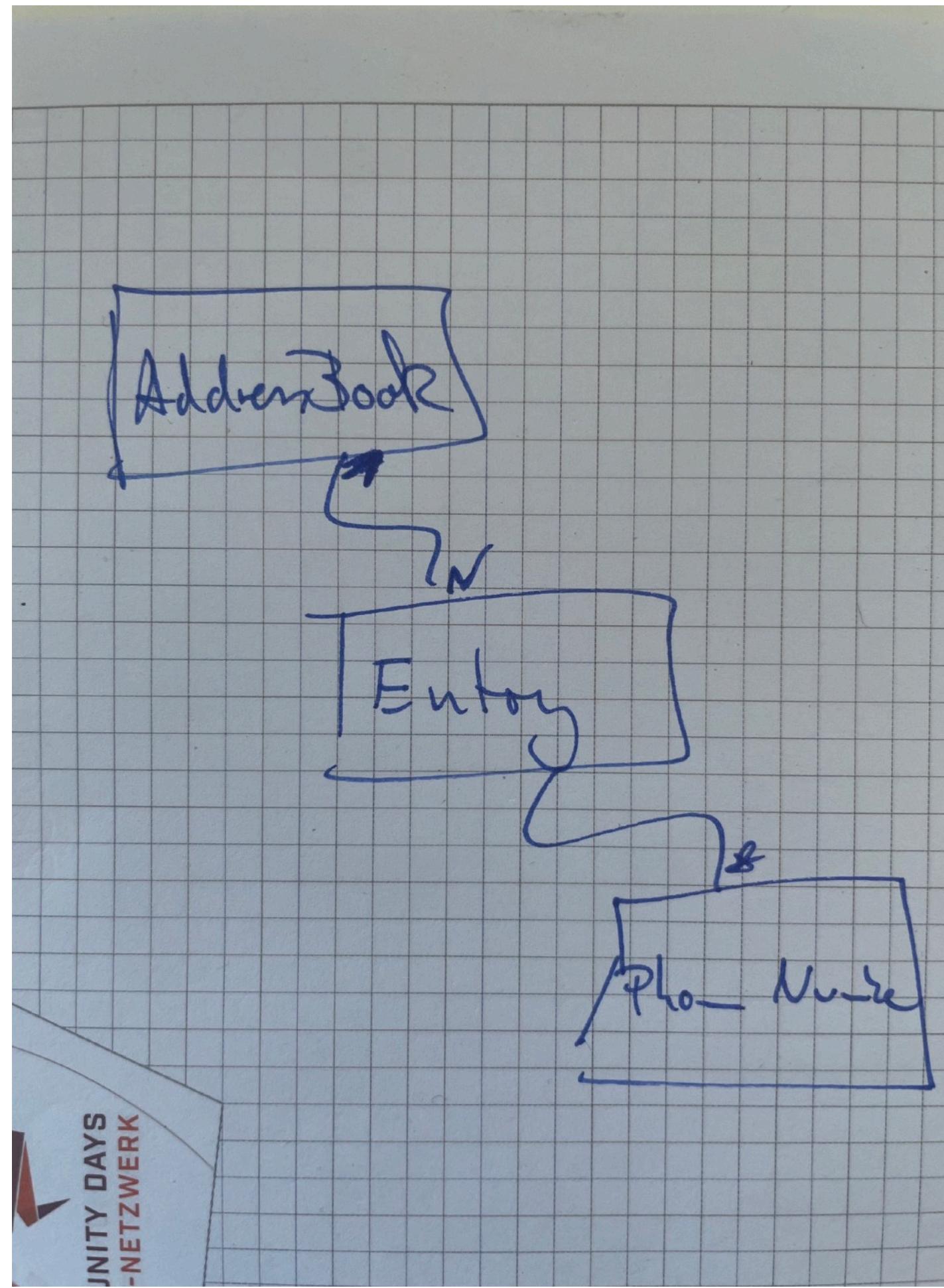


## Modeling Purpose: What is the model for?

**Conceptual Models** for stakeholders, developers, testers, users, etc. prioritizes *understandability* for the target users over *formality*.

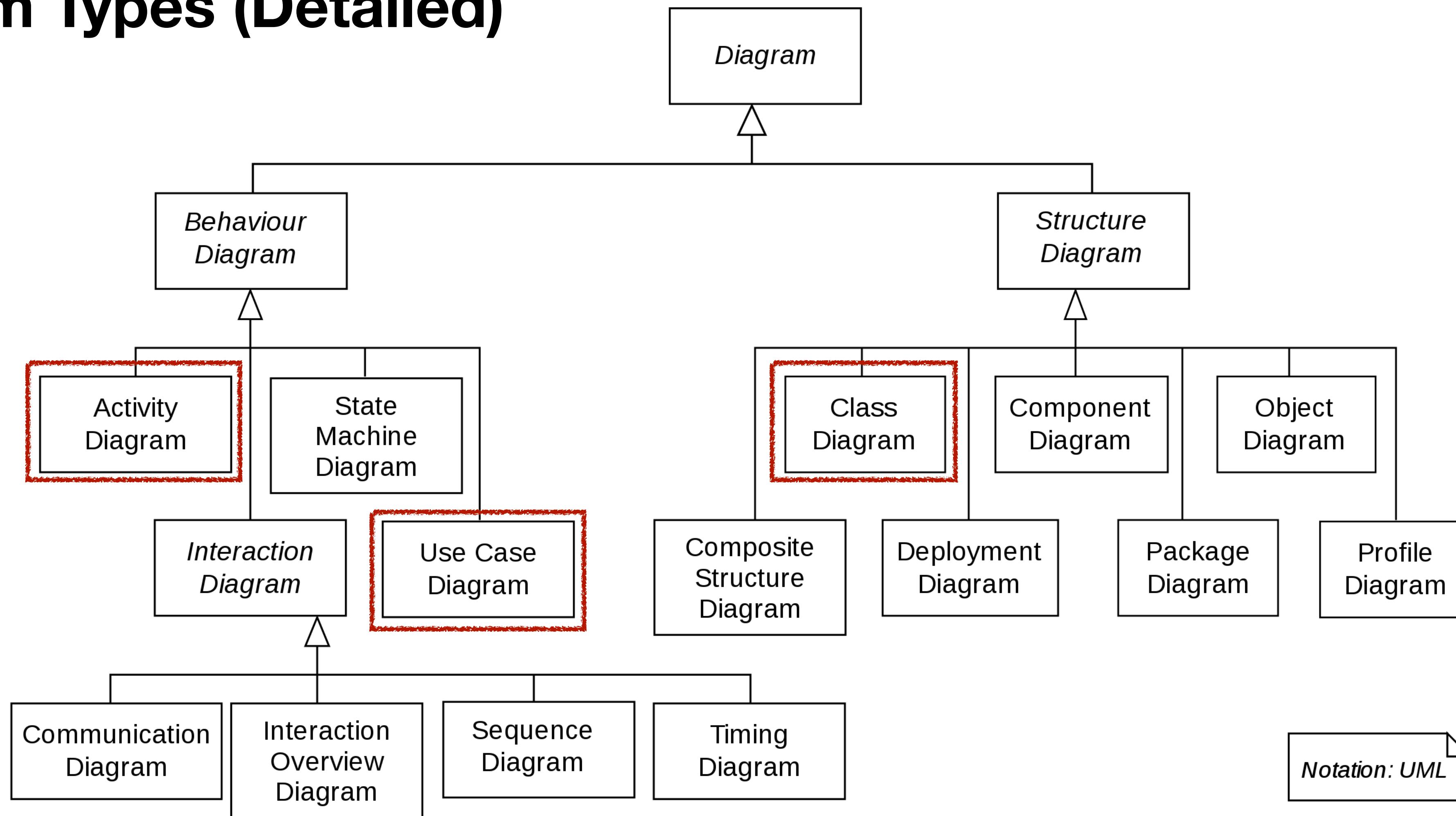
**Specification Models** allow to generate source code or test cases for the final system and therefore must be *formally precise*.

# Modeling for Communication vs. Specification



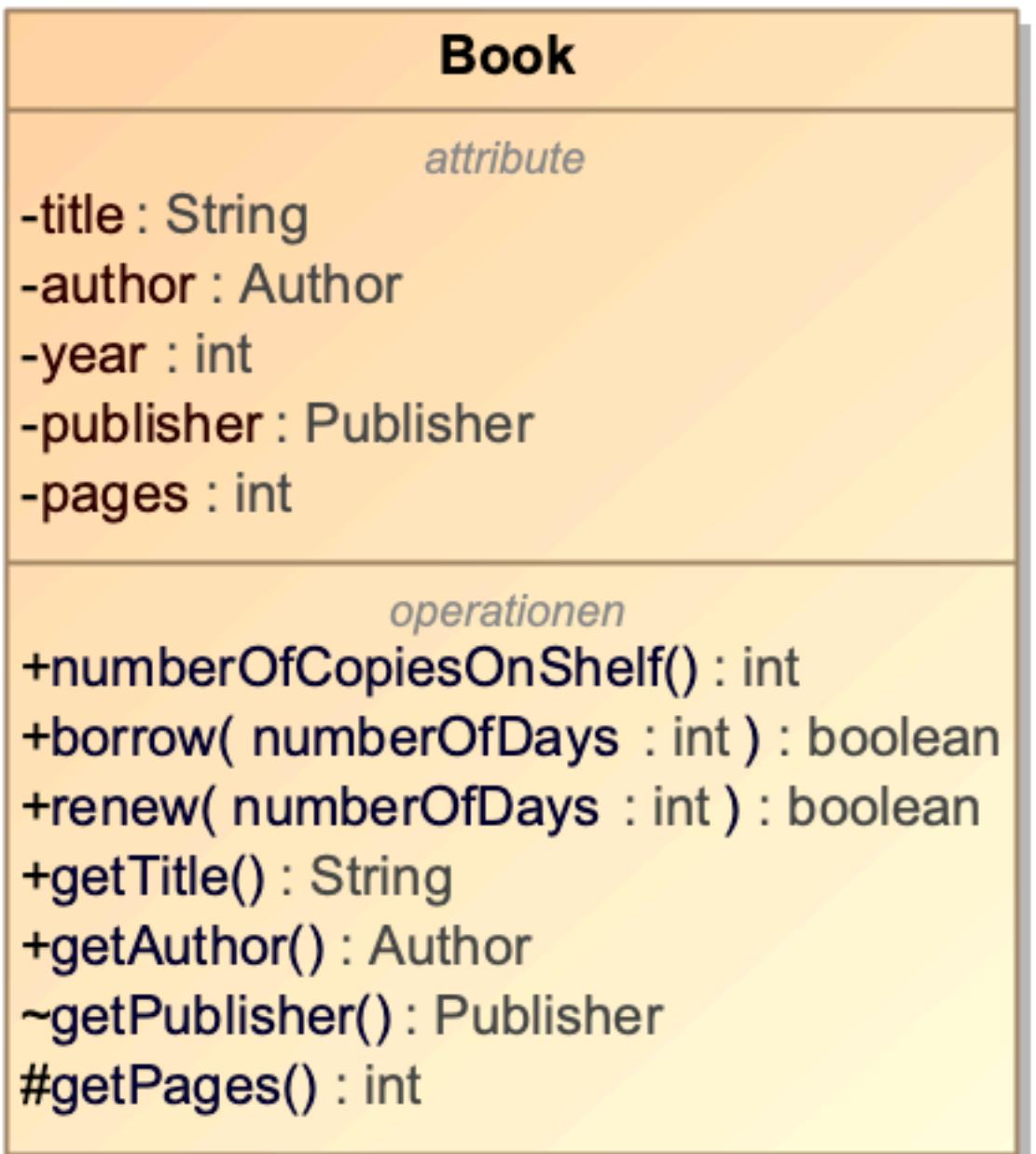
# The Unified Modeling Language (UML)

## Diagram Types (Detailed)



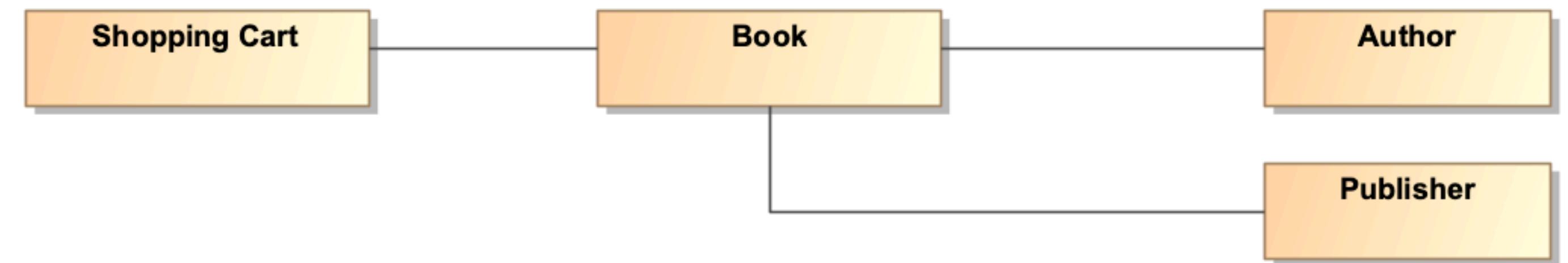
# UML Class Diagrams: Classes

- *Objects* are concrete instances of *classes*,  
e.g., a specific copy of *Harry Potter and the Philosopher's Stone*
- Classes are generalized *types of objects*,  
e.g., the class *Book*
- In UML class diagrams, classes are represented through rectangles with a name
- Compartments for *attributes* and *operations* may be added
- Syntax for attributes is:  
`<+/-/#/~> <name> : <type>`
- Syntax for operations is:  
`<+/-/#/~> <name> (<parameters>:<types>) : <return type>`



# UML Class Diagrams: Associations

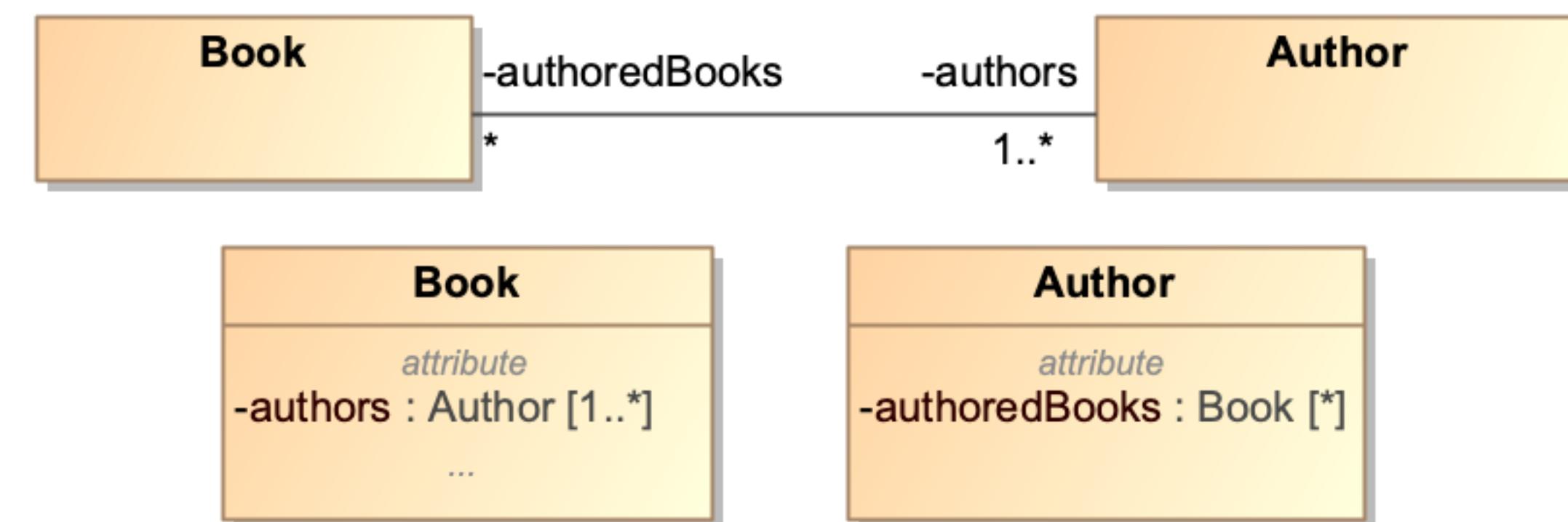
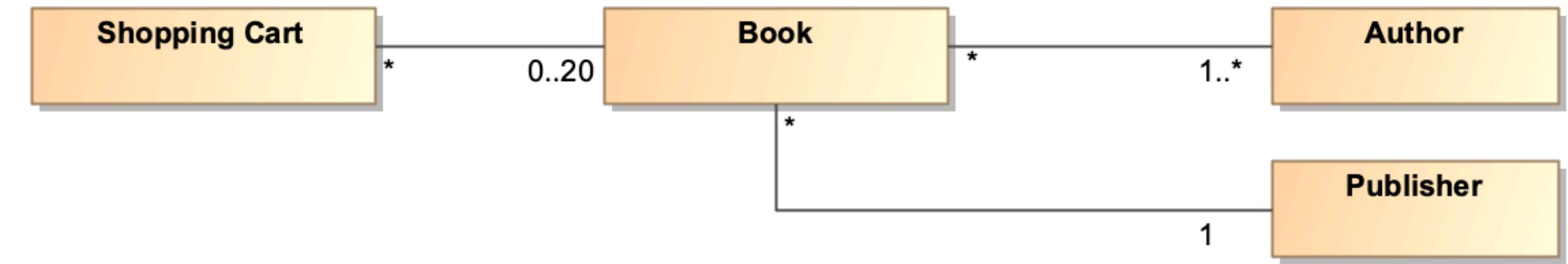
- An association connects two (or rarely more) classes.
- A *link* is an instance of an *association*.
- *Rollenames* show the roles that objects play in an association.



# UML Class Diagrams: Multiplicities

The most common multiplicity indications:

- **0..1**: The property may or may not have a value.
- **1..1**: The property has exactly (and always) a value. Usually denoted as “1” only.
- **0..\*** or shorthand **\***: The property has zero or more values.
- **1..\***: The property one or more values.
- **n..m**: The property has at least n and at most m values.



```
public class Book {  
    private Author[] authors;  
    ...  
}  
public class Author {  
    private Book[] authoredBooks;  
    ...  
}
```

# How to Create A Data Model from a Specification

## A Simple Method

**Simple Method:** look for noun phrases in the system description!

Then remove things which are:

- Redundant ► Attributes ► Outside scope ► Operations and events
- Vague ► On a different level of detail (*System Model vs. Domain Model*)

Similarly, can use *verb phrases* to identify operations and/or associations.

**Books and Journals:** The library contains books and journals. It may have several copies of a given book. Some of the books are for short term loans only. All other books may be borrowed by any library member for three weeks. Members of the library can normally borrow up to six items at a time, but members of staff may borrow up to 12 items at one time. Only members of staff may borrow journals.



Each record company has a unique name; an email address and telephone number are also kept on each record company. A record company publishes one or more albums; every album is published by exactly one record company. An album is identified by its album ID, and other attributes are title, price, and number of songs. Each album contains one or more songs. Each song can be included on one or more albums and is performed by exactly one musician. Every song is identified by its song ID and in addition its song title and length are also kept as attributes. A musician may perform one or more songs and he/she is uniquely described by a musician ID. We also know each musician's name and address (combination of street, city and ZIP). A musician receives a separate royalty check for each of his songs yearly from the record company. Each check is identified by its check number, and we also keep track of the date and amount of each check.

**What's the relationship between  
authors, customers, and  
publishers?**

# Generalization

Inheritance is a binary relationship:

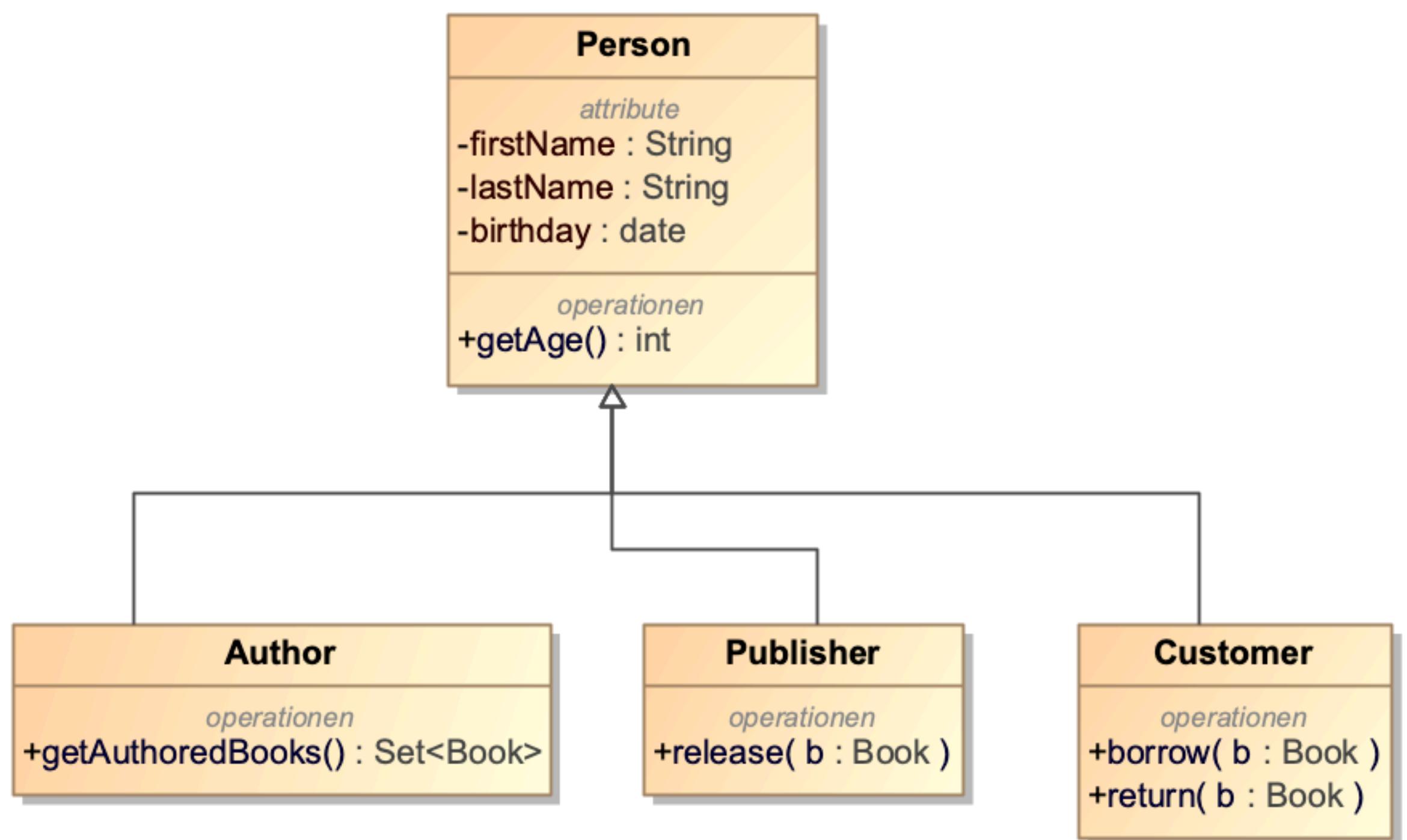
- Subtype: A subgrouping of the objects in a class that has attributes distinct from those in other subgroupings
- Supertype: A generic class that has a relationship with one or more subtypes

Attribute Inheritance:

- Subtype entities inherit values of all attributes of the supertype
- An instance of a subtype is also an instance of the supertype

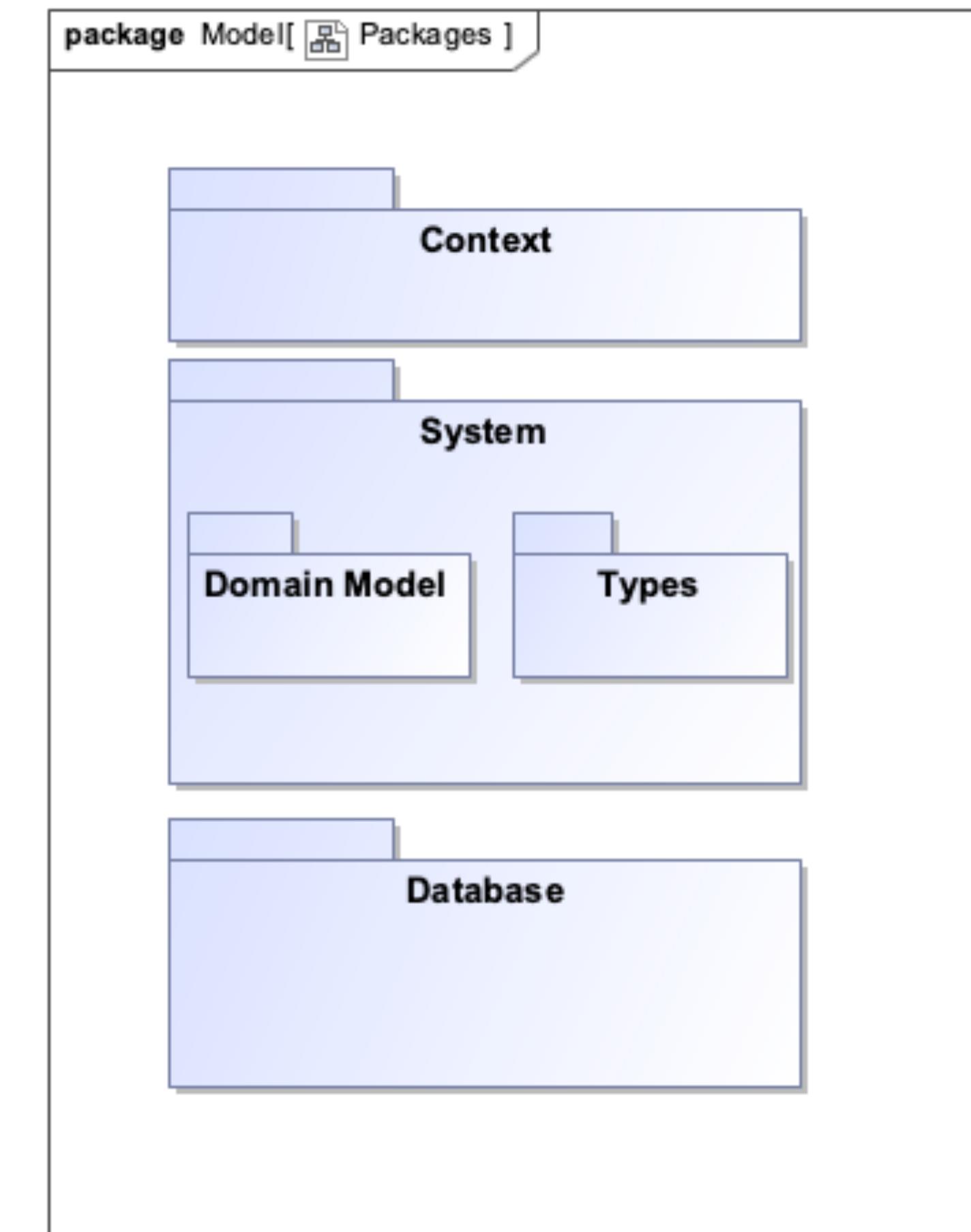
Association Inheritance:

- Associations at the supertype level indicate that all subtypes will have this association
- Associations at the subtype level only refer to the subtype



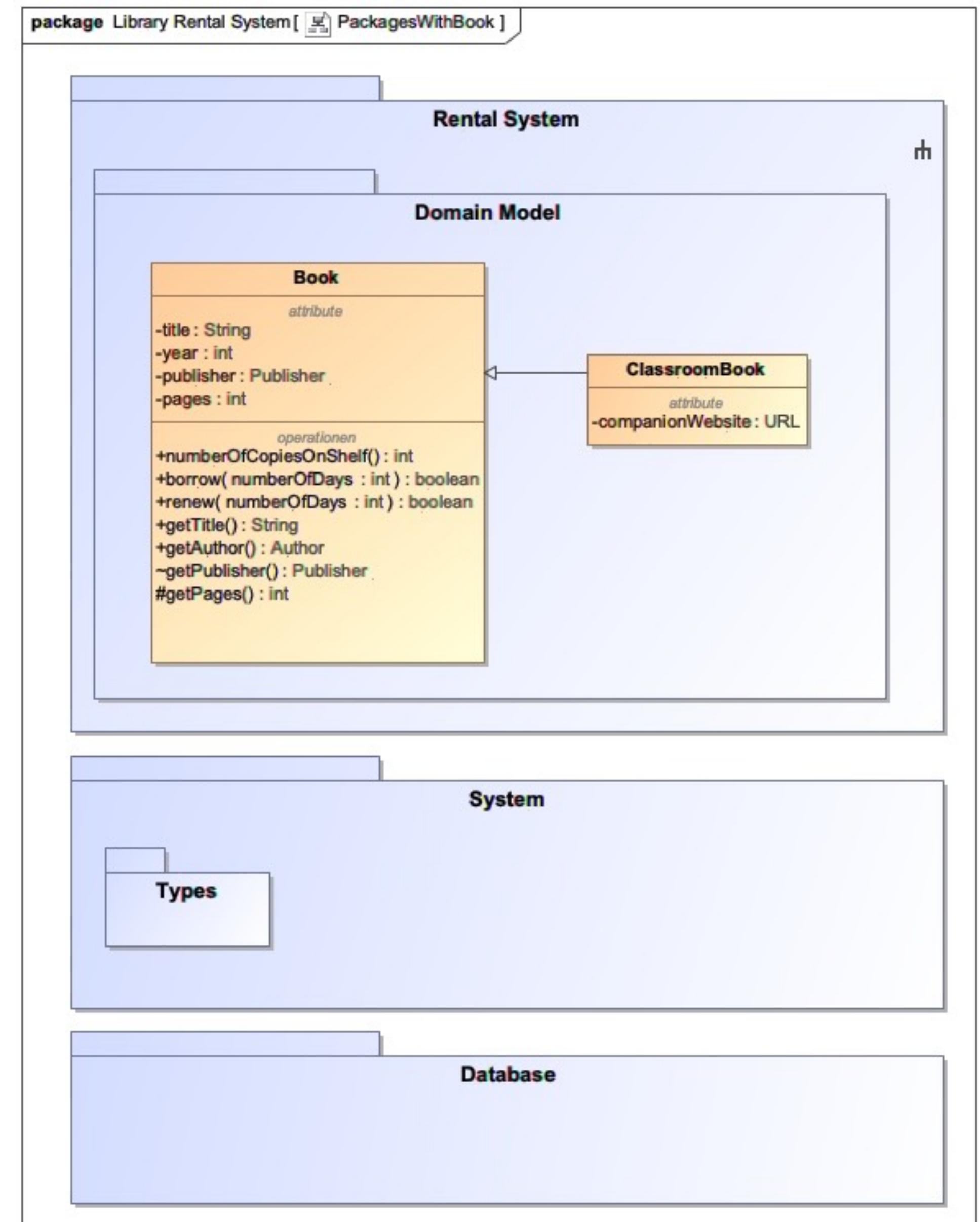
# UML Class Diagrams: Packages

- Packages define regions
- Think of them as folders, defining the path to elements inside the package



# UML Class Diagrams: Access Operators

- Syntax for attributes is:  
`<+/-/#/~> <name> : <type>`
- Syntax for operations is:  
`<+/-/#/~> <name> (<parameters>:<types>)  
: <return type>`
  - + (public): accessible from all classes with access to this package
  - ~ (package): accessible only inside this package
  - # (protected): accessible only to this and to all subclasses
  - (private): accessible only to this class





Choose your fighter:



WAEZHLZ



URBANMAKER

?

# UML Class Diagrams: Recap

Was this too fast for you? Check the video.

The image shows a man with glasses and a blue plaid shirt standing on the left side of a slide. On the right side, there is a UML class diagram with the title "UML TUTORIAL Class Diagrams" in large white letters. The diagram illustrates inheritance: a "Parent Class" at the top contains attributes "-attribute: int", "-attribute: string", and "-attribute: date", and a method "+method()". Three arrows point from three separate "Child Class" boxes below up to the "Parent Class" box, indicating that each child class inherits from the parent.

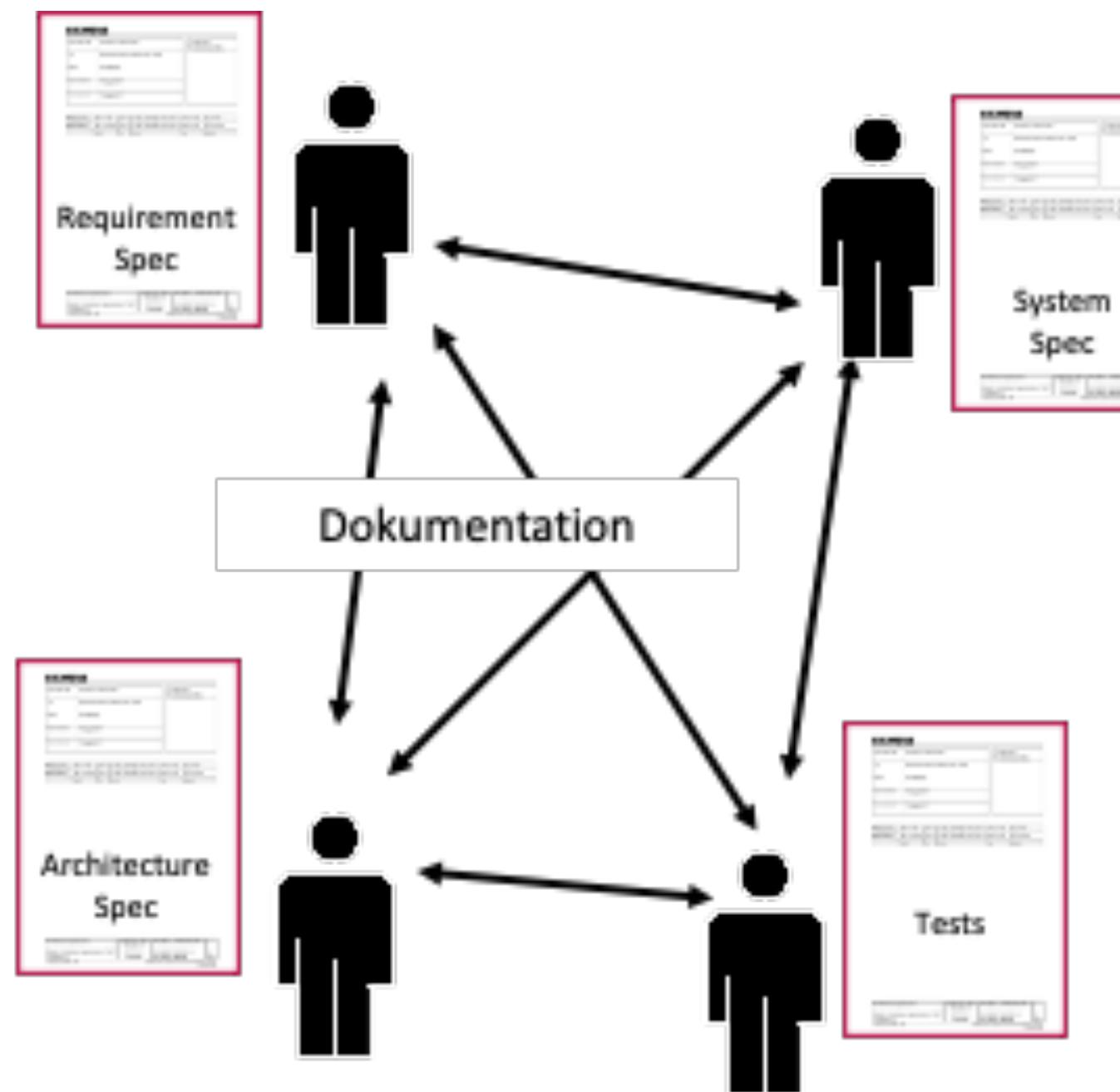
---

LucidChart. UML Class Diagram Tutorial  
<https://www.youtube.com/watch?v=UI6lqHOVHic>

# Model-based Systems Engineering

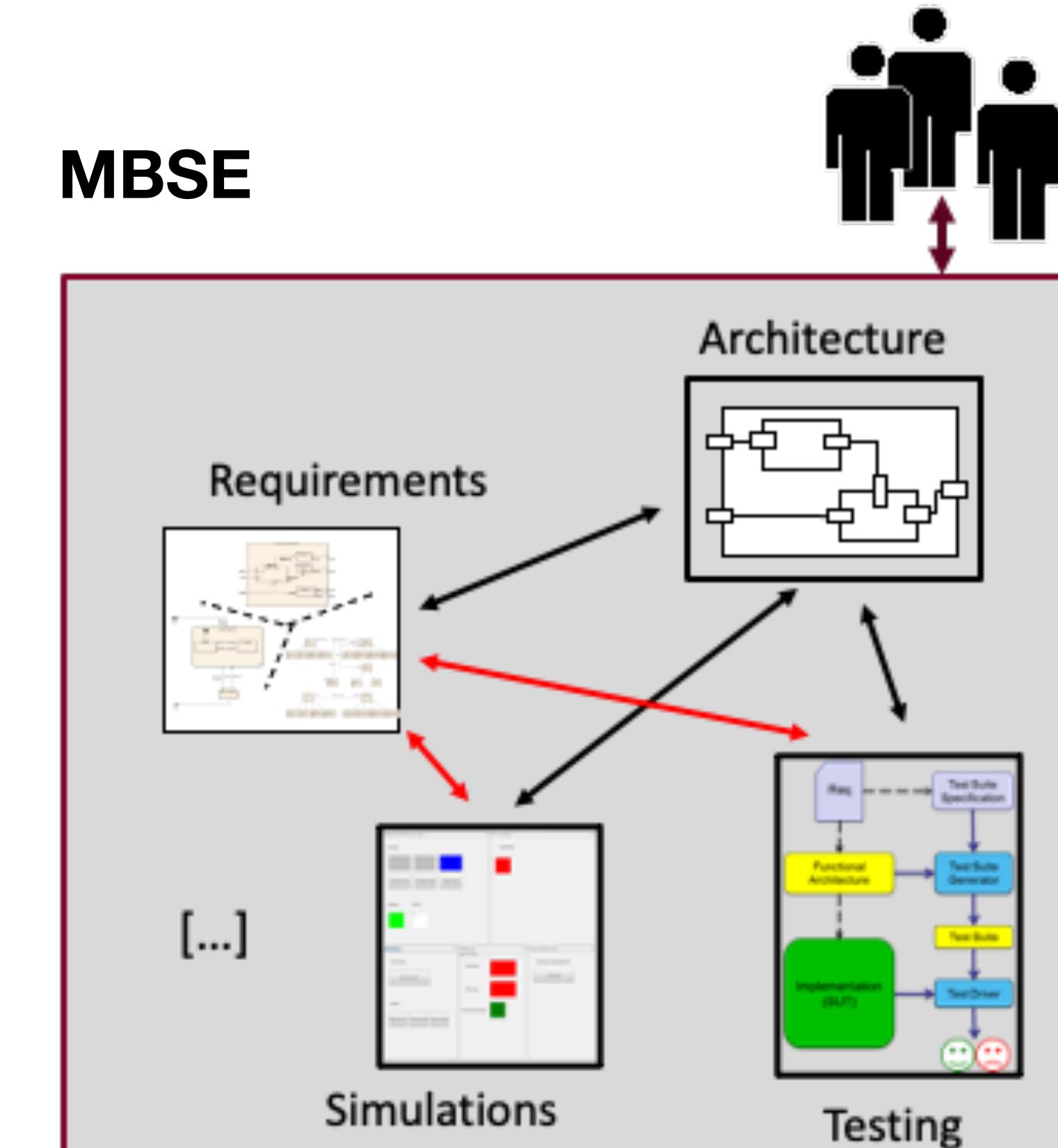
## Going from Documents to Models

### Document-based Engineering



Document Types and Document Structure

### MBSE



Types, Relations, Traces, Information  
Architecture, Representation, Usage

# Of Models and Diagrams...

## (System) Model:

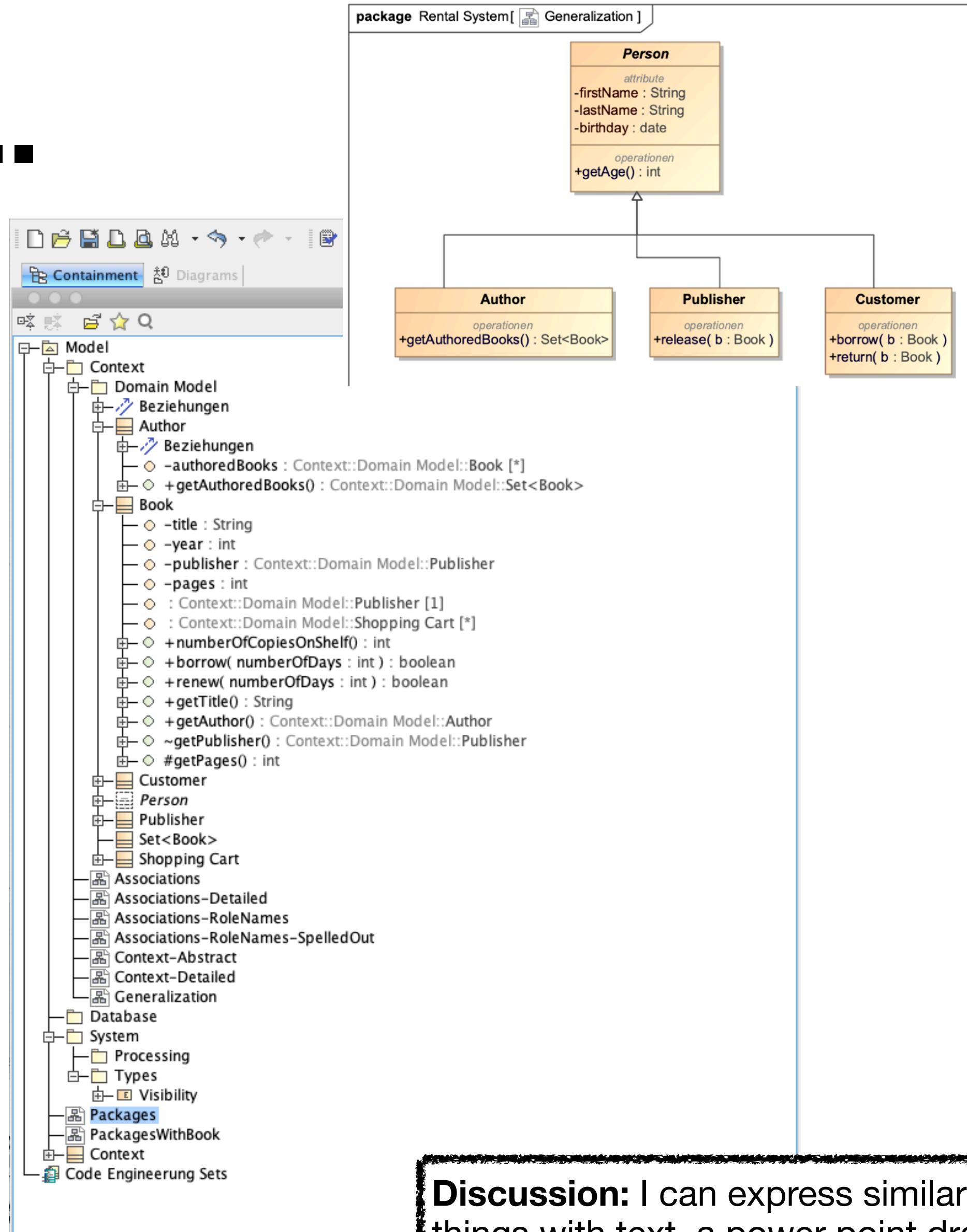
- Contains all system elements and their relations
- Is structured in a hierachic tree (think: file system), but the tree does not necessarily represent system structure

## Diagram:

- Visualizes a selection of system elements and a selection of their relations
- Provides a graphical view of a part of the model

## Keep in mind:

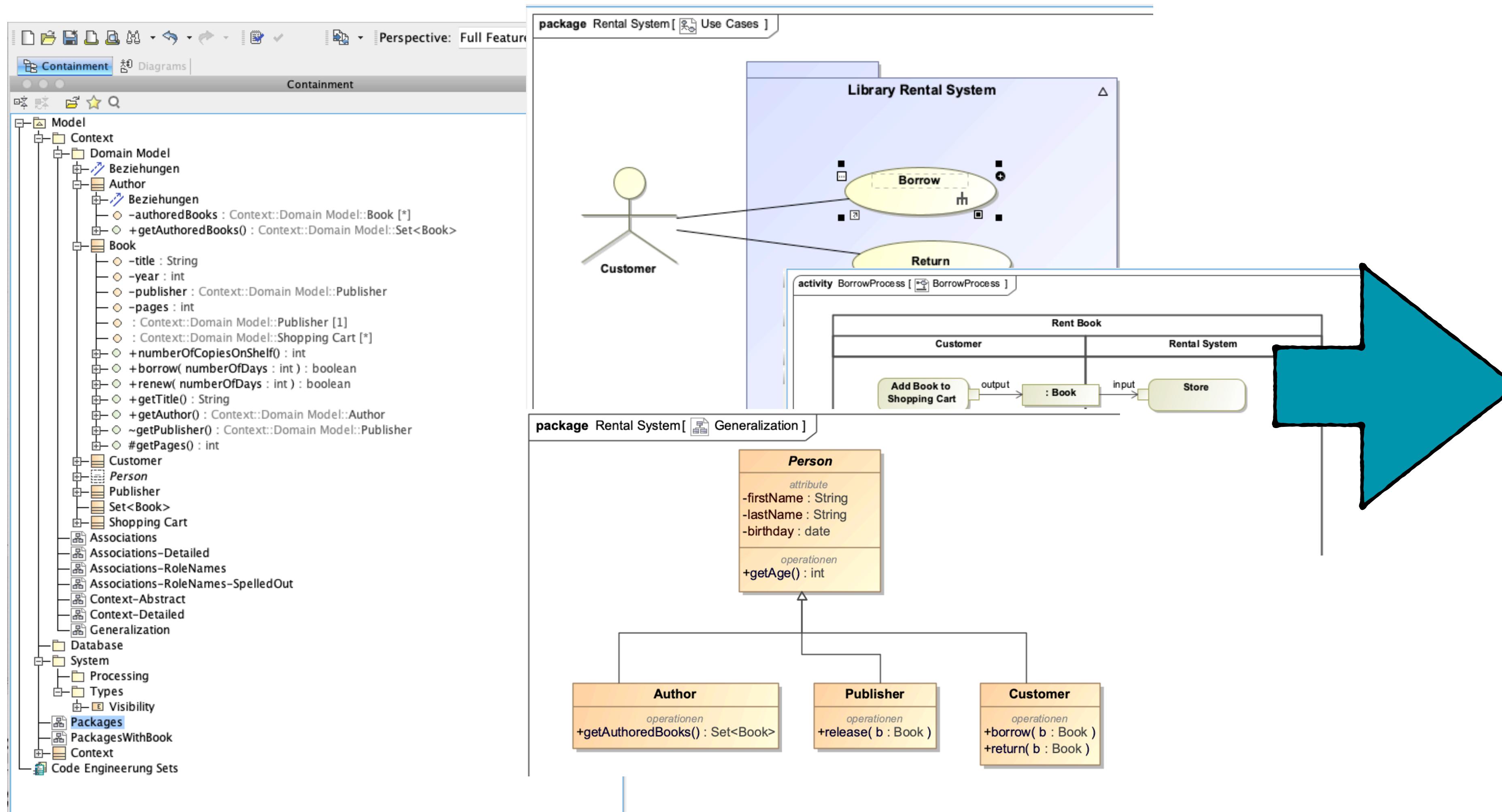
- A model element can be visualized **in many diagrams**
- Even if a model element is not shown in a diagram **it may still be part of the model**
- You can create a model **without a single diagram**



**Discussion:** I can express similar things with text, a power point drawing, a diagram and a model. *What does each step add?*

# Model-based Systems Engineering

## How it all comes together



Validate requirements

Analyze impact of change

Verify design

Generate artifacts

# Model-based Systems Engineering

## How it all comes together: Demo



# Information Management

## Managing Information Management

- IT Strategy
- IT Governance
- IT Processes
- IT HR
- IT Controlling
- IT Security

## Management of the Information Economy

- Demand
- Supply
- Usage

## Management of Information Systems

- Application Life Cycle and Landscape
- Data
- Processes

## Management of Information and Communication Technologies

- Storage
- Processing
- Communicating
- Tech Stacks