

Views & Viewpoints

Applying HiPoHa

It specifies the notions of view and viewpoint

- **A viewpoint identifies the set of concerns and the representations/modeling techniques, etc. used to describe the architecture to address those concerns**
- **A view is the result of applying a viewpoint to a particular system.**

Simple Example – Performance View

Business Owner

- User experience
- Cost

Software Developer

- Development effort
- Code Complexity

Project Manager

- Development Effort
- Time To Market

Business Operation

- SLAs
- Operational cost

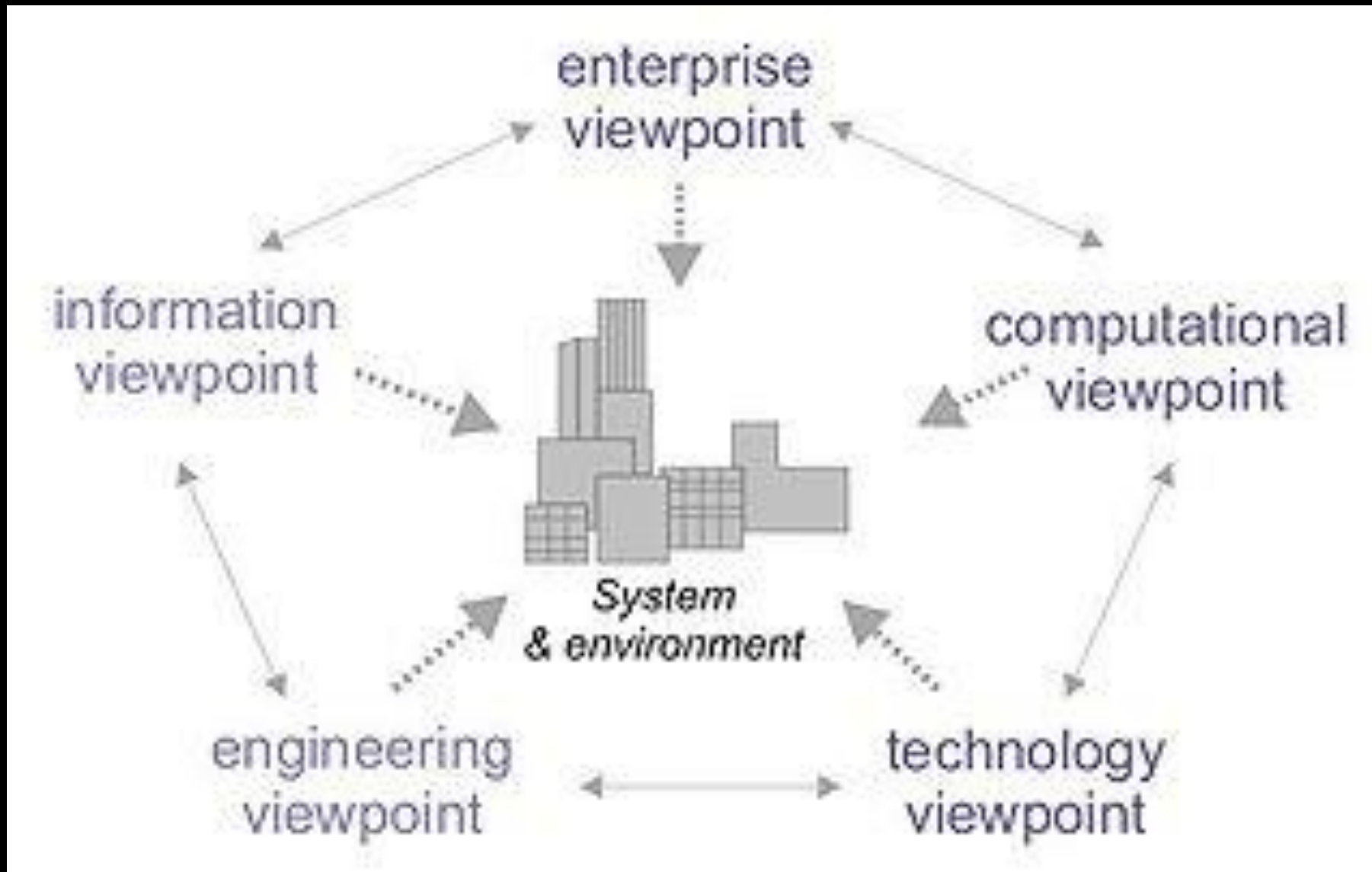
IT Operations

- SLAs
- Operational cost

Another Example – Impact Rating

Perspective View	Security	Performance & Scalability	Availability & Resilience	Evolution
Functional	Medium	Medium	Low	High
Information	Medium	Medium	Low	High
Deployment	High	High	High	Low
Operational	Medium	Low	Medium	Low
Concurrency	Low	High	Medium	Medium

Enterprise level Viewpoints



Identify a View

Use the PUX excel
Pick a customer journey a scenario
in your current project/work



Detailing a Viewpoint

Make 3 separate tabs for each
viewpoints (for each customer)

Kata

View - Eat Out Customer Journey

Viewpoint - Customer

Performance Undersupply Xray (PUX)										
					Super Speciality Restaurant Journey (Ethiopian Cuisine Example)					
		Customer Journey Map - PUX Guidelines								
		1. Identity a Functional Area preferably in your scope of responsibility								
		2. Identify the Stakeholder/Customer								
		3. Identify the Stakeholder/Customer Intention (Pick 2 from the List of Intentions below)								
		Fast (Agile) , Easy (Convenient), Frugal (Economic), Secure(Safe)			Fast & Easy					

View - Eat Out Customer Journey
Viewpoint - Manager

Performance Undersupply Xray (PUX)				
		Customer Journey Map - PUX Guidelines	Super Speciality Restaurant Journey (Ethiopian Cuisine Example)	
		1. Identity a Functional Area preferably in your scope of responsibility	Having food at restaurant	
		2. Identify the Stakeholder/Customer	Restaurant Manager	
		3. Identify the Stakeholder/Customer Intention (Pick 2 from the List of Intentions below)		
		Fast (Agile) , Easy (Convenient), Frugal (Economic), Secure(Safe)	Fast & Easy	
Step Number	Steps	Negative Emotion	High TAT	Oppose Intention
1	Sees customers entering restaurant	●	●	●
2	Assigns a waiter to the table	●	●	●
3	Does a periodic status check on customer	●	●	●
4	Greets them when they leave	●	●	●
5		●	●	●
6		●	●	●

Manager's Viewpoint