



## **Establishing an Architecture Practice** ... an ongoing journey

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# AmerisourceBergen Corporation

## AMERISOURCEBERGEN DRUG CORPORATION

North Region  
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Technology Solutions

## AMERISOURCEBERGEN SPECIALTY GROUP

ASD Healthcare  
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ICS  
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US Bioservices

## AMERISOURCEBERGEN CONSULTING SERVICES

Lash Group  
Xcenda

## AMERISOURCEBERGEN PACKAGING GROUP

AHP  
Anderson Packaging  
Brecon

# Who is Lash Group

- Lash Group
  - Reimbursement Counseling
  - Patient Assistance
  - Co-Pay
  - Fulfillment interface to Pharmacies
  - Clinical Nursing Services
- IT Department
  - IT a shared-service across Consulting Services companies
  - Established teams with PMO, BA, Development and Testing

# Need Identified

- Mid-2008, decision made to pull together titled-Architects as one team
  - “Proposed Team”
  - Each brought different talents
  - Each was a respective SME in their areas
  - Most has many years of experience with Lash
  - Did not have standard engagement or deliverables
- Created position to bring in outside Sr. Manager for team

## Architect Team Mission

***To be a leading force of innovation for the Lash Group by enabling and empowering other groups and teams to succeed.***

# First Order of Business – The First Year

- Researched industry standards for Architecture
- Team agreed to use TOGAF as Framework
  - No previous exposure or experience with TOGAF
- Organized team into types-of-Architects
  - Business
  - Application
  - Data
  - Infrastructure
- Educated Architects in each area
- Utilize Change Management to wedge Architect engagement into SDLC



# Who is the Customer (for Architects)

Customer Service concepts apply in all business, team and development environments

- Who are we serving?
- How can I continue to give a better service to my customer?





# Sell the Principles

- Imperative for Buy-In from all customers
- Benefits for all of IT
- The Principles & Goals
  - Reduce cost and rework through Design
  - Reusable artifacts (cost will continue to go down)
  - Better Development and Testing outcomes
  - More accurate estimates on work to internal & external customers
  - Improve Product Quality



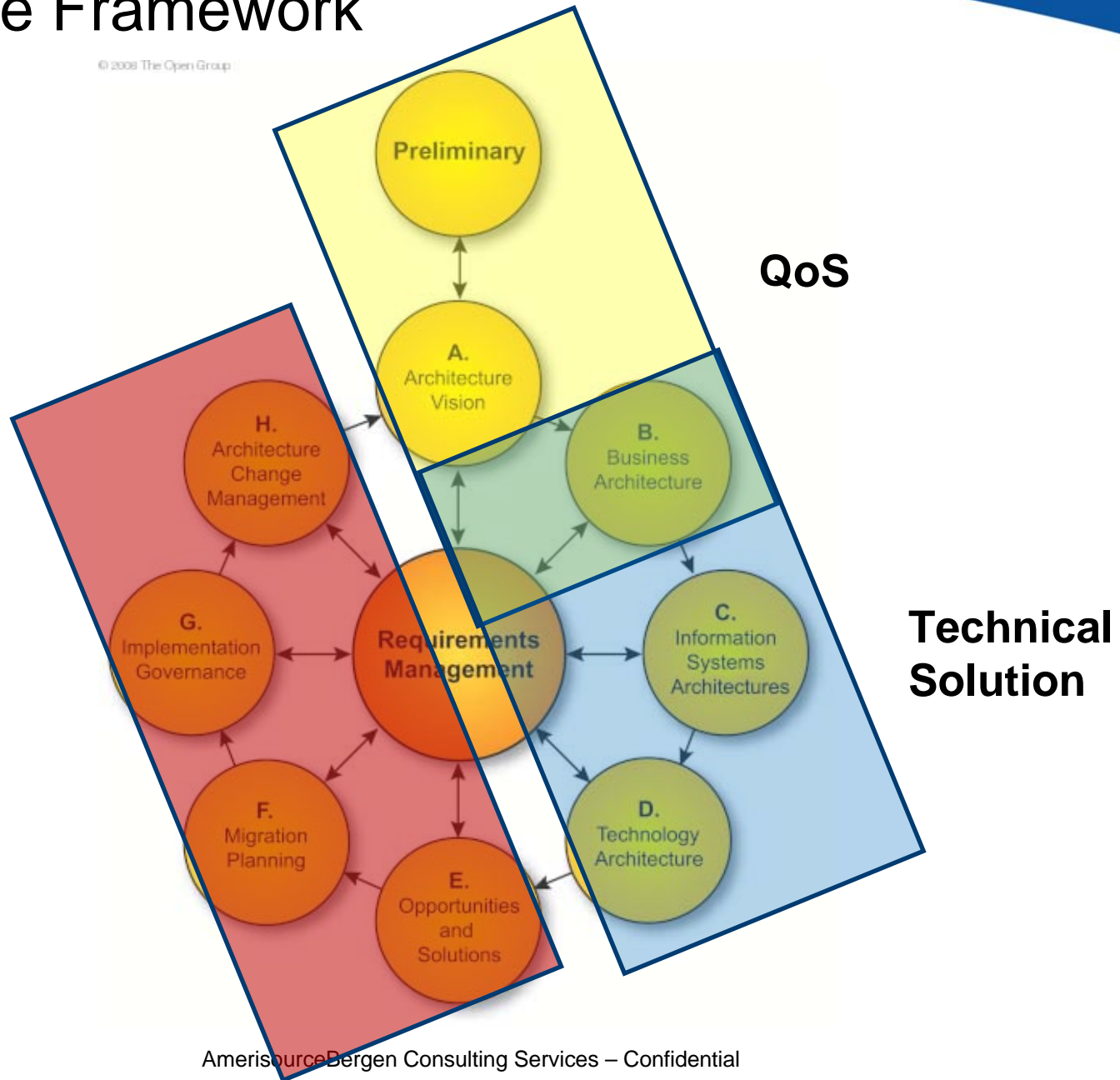
# Become part of the process



- Needed to become part of the standard process
- Used what was familiar
  - IT used Microsoft technologies and was familiar with terminology
  - Looked to Microsoft Solutions Framework
  - Adapted TOGAF to establish process and deliverables
- Sell the Benefits, Demonstrate Value
  - Work with PMO, Business Analyst, Development Managers & Teams
  - Tangible Results
- Align Vision with IT Leadership

# Adapt the Framework

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# Set Expectations through Deliverables

## QoS

“Quality of Service” (MSF Familiar Term)

Business Architects

TOGAF

Preliminary

A: Vision

B: Start Business Architecture

Build the Box

## Technical Solution

Detail defined by QoS

Architects brought in based on need

TOGAF

B: Business Architecture

C: Information Systems

D: Technology Architecture

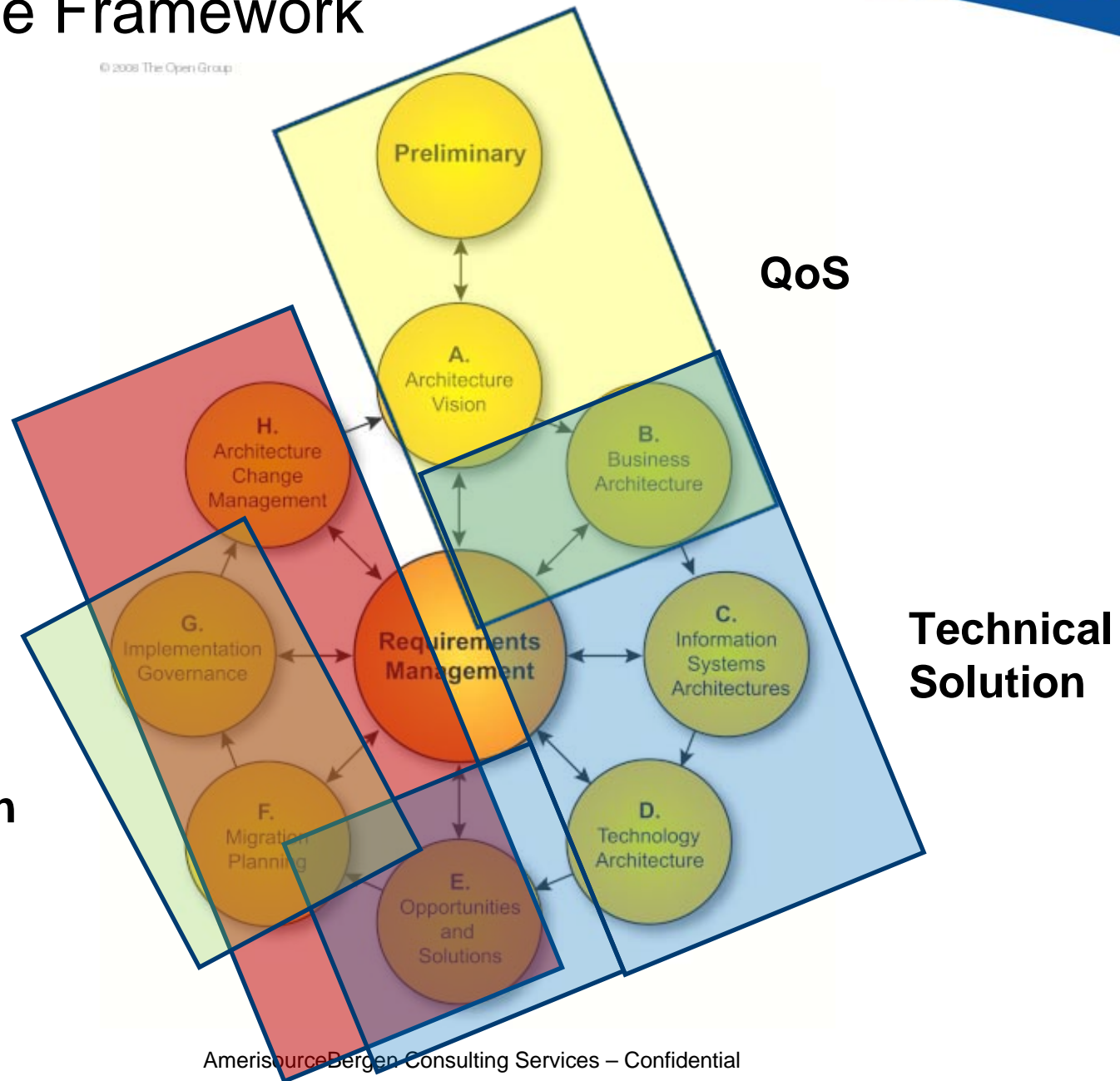
Detailed solution for various viewpoints

**The Architecture Team continues to evolve**

**Looking ahead, 2011 and Beyond**

# Adapt the Framework

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# Interview Lash Architects

- Lance Lu
- Ramesh Thyagarajan

## **Questions:**

**How was the transition to a cohesive Architect Team for you?**

**How do you feel that TOGAF has benefited your job and those you interact with?**

**Do you feel restricted by using TOGAF, or the opposite, overwhelmed?**

**In your opinion, how has using TOGAF been accepted by the receipts of work?**

**How have other tools (i.e. ArchiMate) helped?**