2017-12-01 Itana Call Minutes

Agenda

Roll Call (by timezone - East to West).

Scribe Shout Out.

Agenda Bash

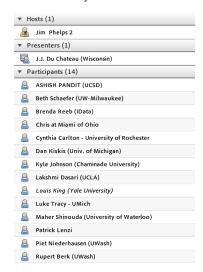
Business Architecture to Create an Organization Unit's Identity - J.J. DuChateau Itana Org

Updates Working Group

- Updates EA Maturity Model
- IoT Whitepaper API Working Group Book Club Business Architecture WG Steering Committee Update

Attendees

Plus dial-ins only



Announcements - Itana News, Working Group Report out

Ken Klingenstein not able to present on IoT. JJ DeChateau is stepping in with today's presentation.

Business Architecture to Create an Organization Unit's Identity

- 1. The IT Unit had been split into two different units.
- 2. This is what we used to rebuild our identity.
- 3. The goal was to create a consistent and clear message of the the unit is, what it provides and the focus on the business aspect.
- 4. Used three tools, Service Model Canvas, Maturity Model,
- 5. Service Model Canvas
 - a. A one page description of the service designed with UX in mind. (See slides)
 - b. USERS: Users, Service Proposition, Channels, Usage
 - c. SERVICE DELIVERY
 - d. RISKS: Challengers and Alternatives
 - e. PERFORMANCE: ROI and KPIs Not much done on ROI but much discussion about KPIs
- 6. Maturity Model

Means to assess how well the service operates today and how well it may need to operate in the future.

- a. Very clean expression of where the services are and where they need to be
- b. Tailored existing models to meet their needs. Attributes: Administrative and Governance, Strategy and Planning, Operation, Finances, Technology
- 7. Business Motivation Model
 - a. Describes the Ends and the Means you use to achieve them.
 - b. Vision, mission, strategies and objectives
 - c. Used a small part of the model, the six major components
 - d. A nice structured way to drill down from the high level goals to the activities that support them
- 8. Other interesting tools they chose not to use (see slides)
- 9. Lessons Learned
 - a. Value in just doing the exercise and having these essential conversations
 - b. Build unit identity

- c. Build trustd. Others (see slides)