

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.

▼ Hosts (1)
 Jim Phelps 2
▼ Presenters (1)
 J.J. Du Chateau (Wisconsin)
▼ Participants (14)
 ASHISH PANDIT (UCSD)
 Beth Schaefer (UW-Milwaukee)
 Brenda Reeb (IDData)
 Chris at Miami of Ohio
 Cynthia Carlton - University of Rochester
 Dan Kiskis (Univ. of Michigan)
 Kyle Johnson (Chaminade University)
 Lakshmi Dasari (UCLA)
 Louis King (Yale University)
 Luke Tracy - UMich
 Maher Shinouda (University of Waterloo)
 Patrick Lenzi
 Piet Niederhausen (UWash)
 Rupert Berk (UWash)

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 trust
- d. Others (see slides)