The Art & Science of Business Architectures

By Antonie van Rensburg, PhD, Pr.Eng
Introduction - why?

Systems thinking & Business Fractals

Enterprise Architecture Context

Conclusion
Enterprise Architecture
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Conclusion
$\Phi = \text{optimal organizational performance}$

$\mathcal{I} = \text{sustainability}$

- Customer Benefit
Creating Smart Business Processes

- Tactical Process
- Strategy
- Operations
- Process footprint
- Sensor N/W
- SMART Service
- Customer Real needs
- Process Analytics
- Data Storage
Product & Service Streams

ICPAY Offering

Customer Solutions

Mobile-ly payment Solutions

Shares sell

Agencies For Service providers

Support Services

Airtime Sales

Bearers

Hardware

Web Apps

Server Apps

Other

POS

Handsets

Simcard MSISDN

Consumables

Hardware

USSD valid Connection MSISDN

Server Infrastructure

www.businessfractals.org

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<th>Logoff</th>
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**Notes:**
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Introduction - why?

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Conclusion
The problem of “process” in the organisation
Business fractal = Function of
* Pattern
* Content
* Memory
* Volatility
Determine Strategic Direction

Enable Tactical Capability

Operational Processes

Support Processes

Group Strategic Planning Process
Business Planning
Budgeting

Establish Governance
Product/Service Development
Planning & Control
Optimization

Marketing
Selling
Procurement
Operations

Financial Management
HR
IT
Legal
Facilities
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Conclusion
The Business Process Model deals with four main process groupings. Strategy Processes main concern is to create and deliver a business plan with functional targets and objectives to Tactical Processes. Tactical Processes ensure that the required capacity exists to manage all events in the business system. This it does through the planning and control of capacity and events in the supply chain network. The Supply Chain Network Processes include all processes that move raw material to the final product and service to the customer. The fourth group, Support Processes, provides process support for the other three process groups in the business system.
**Bill of Events**

- **Product/Service offering**
  - **W1**
  - **W12**
  - **E13**

- **W21**
  - **W211**
  - **W212**
  - **W213**
- **E231**
- **E232**
- **E233**

- **Materials**
  - How to assemble
  - Key Performance Indicators (KPI's)

**Make to Stock**
- Purchase → Make → Deliver
- Customer waits

**Assemble to order**
- Purchase → Make → Deliver
- Customer waits

**Make to order**
- Purchase → Make → Deliver
- Customer waits

**An Event can be material, information or customers**
Functional strategies & objectives
- Governance & Policies
- Supply chain configuration
- Customer configuration
- Product & service configuration
- Design
- Planning & control
- Improvement
Tactical Processes: Planning and Control
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