Southwest Airlines

ArchiMate Model

For the Southwest Airlines model part of the Enterprise Architecture using ArchiMate. Here is some information that should be in the model:

Part 1

The customer takes the role of a passenger. He can book flights online via a web reservation system which runs on a web server. From booking the customer receives a ticket, which is stored as e-ticket in the reservation system.

Part 2

The departure process consists of check-in, baggage drop-off and boarding. The passenger can check in online or make self check-in via a kiosk system. For check-in the customer needs a ticket. From check-in the customer receives a boarding pass. Baggage drop-off and boarding are done by the customer agent.

Assign the model elements to the levels business, application and technology.