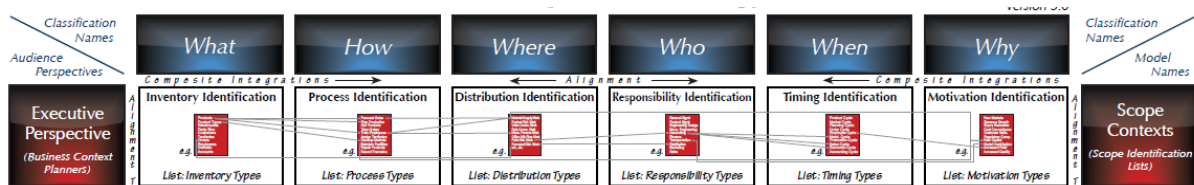


Exercise

Executive Perspective of SWA Enterprise Architecture

For the Southwest Airlines, what information can you find to describe the enterprise architecture according to the Zachman Framework from the executive perspective (scope contexts).



A possible Solution

What	How	Where	Who	When	Why
Flight	Flying	Headquarter	Manager	Schedule	low cost
Employees	booking	Destinations	Pilot	check-in time	Customer satisfaction
Airport	Fraud detection/checking	Airport	Flight Attendants	boarding time	
Ticket	tickets		Programmer		
fares	Check in				
airplane	boarding				
reservation system					
kiosk checkin					
IT systems					
customer					
partners					
services					

