

Archimate Model for Airline

For an airline you should 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 Linux server. The reservation system can be accessed via the website bookflight.com. From booking the customer receives a ticket either as mobile ticket or ticket printing. The ticket is stored as e-ticket in the reservation system and as data record on the database management systems running on the Linux Server.

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. From baggage drop-off the customer receives a baggage tag from a customer agent.

Assign the model elements to the levels business, application and technology. Distinguish between external and internal behavior and check whether you find .

Solution

This is a possible Enterprise Architecture for Southwest Airlines that fits with the description.

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