Example for Views and Customization: Organisation Modeling

Knut Hinkelmann

Prof. Dr. Knut Hinkelmann
knut.hinkelmann@fhnw.ch

Views and Customization for Organization Models

This chapter explains with the example of Organisation Modeling the concepts of Views and Customization in ArchiMate

The chapter is mainly based on the following literature:

■ Bridgeland David M.; Zahavi, Ron (2009): Business Modeling - A Practical Guide to Realizing Business Value. Morgan Kaufman Publishers. Chapter 4: Business Organization Models.

■ Archimate 3, chapters 14 and 15, http://pubs.opengroup.org/architecture/archimate3-doc/

Prof. Dr. Knut Hinkelmann
knut.hinkelmann@fhnw.ch

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Organisations

- An organization unit (or simply stated, an organization) is a collection of people who work together toward a common goal.

- An organization can be a commercial company, a nonprofit, or a government agency.

- An organization has a clear boundary. Some people are part of it and others are not.

- An organization can be a group of people within a larger organization.
    - An organization can be part of another organization and an organisation can have sub-organisations
    - In a corporate holding each company has its own management structure, its own performance goals, and its own budgets and resources. But their performance flows up to the holding company, and their goals are part of a larger plan.
    - An organization can even be temporary. A project team is an organization which exists while the project is performed and then disappears after the project is finished

Prof. Dr. Knut Hinkelmann
knut.hinkelmann@fhnw.ch

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Business Organisation Models

- A Business Organisation Model describes
  - ♦ how a company is organized – the business units, departments and working groups
  - ♦ the roles that people play in the company
  - ♦ the interactions – who interacts with whom to get the work done
  - ♦ the way the organisation interacts with other organisations
- When we model organizations,
  - ♦ we look at the way they are structured, the work they perform, and the way they are associated with other organizations.
  - ♦ we do **not** focus on **how** organisations perform their work (this is modeled as a business process)

Prof. Dr. Knut Hinkelmann
knut.hinkelmann@fhnw.ch

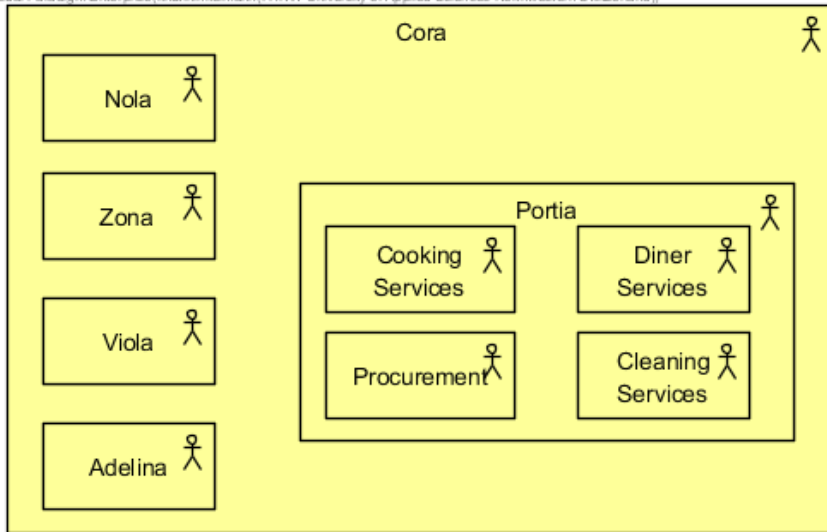Business Architecture

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Example of an Organisation Model

■ This model shows Cora Group as composed of five restaurants.

■ One of those five—Portia—has four organizations that are part of it: Diner Services, Procurement, Cooking Services, and Cleaning Services
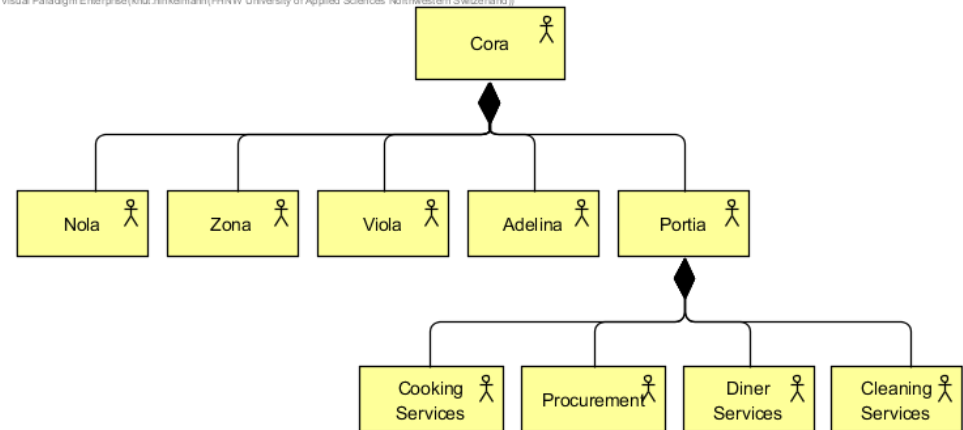

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knut.hinkelmann@fhnw.ch

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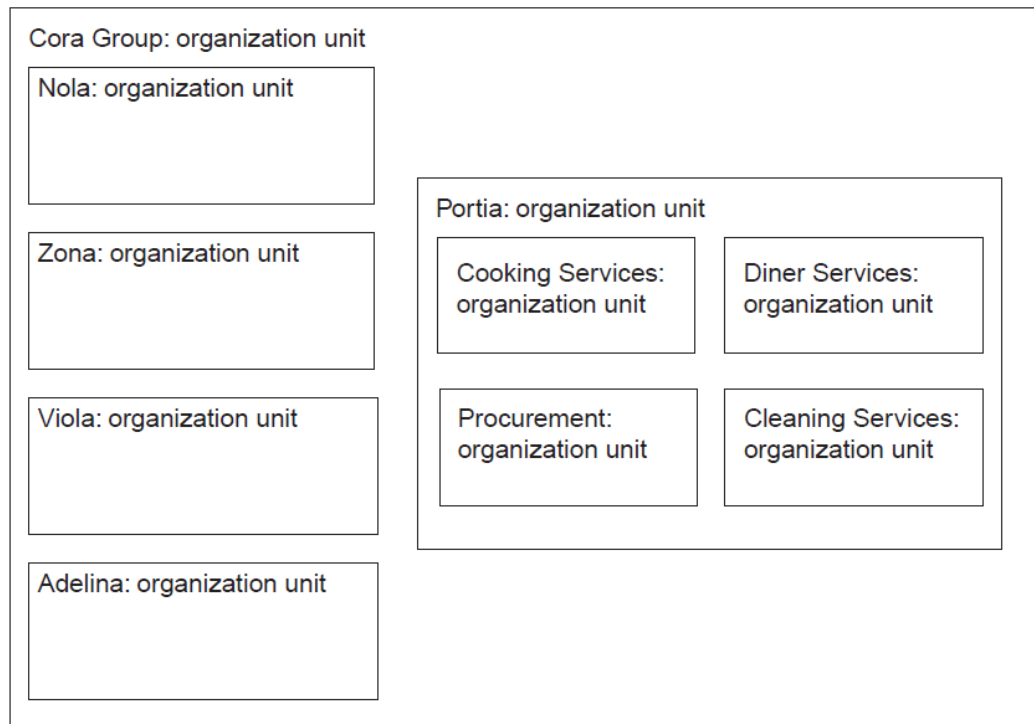
Business Organisation Modeling

- This is an example for an organisation model in Archimate.
- The concept «Actor» is used to represent the organisation units

*) I used composition to show that an organisation unit is composed of sub-units

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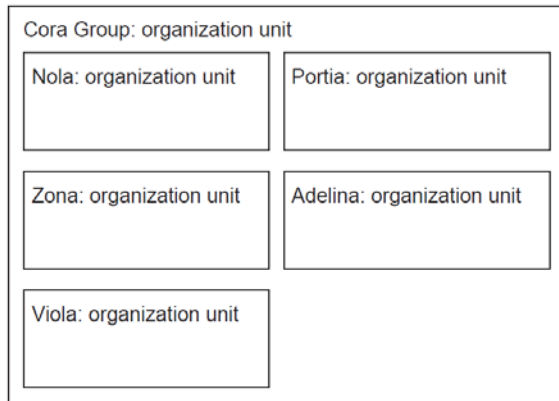knut.hinkelmann@fhnw.ch

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Business Organisation Modeling

■ There are other possiblitlies to model the organisation, e.g. using the model kind «Organisation Chart».

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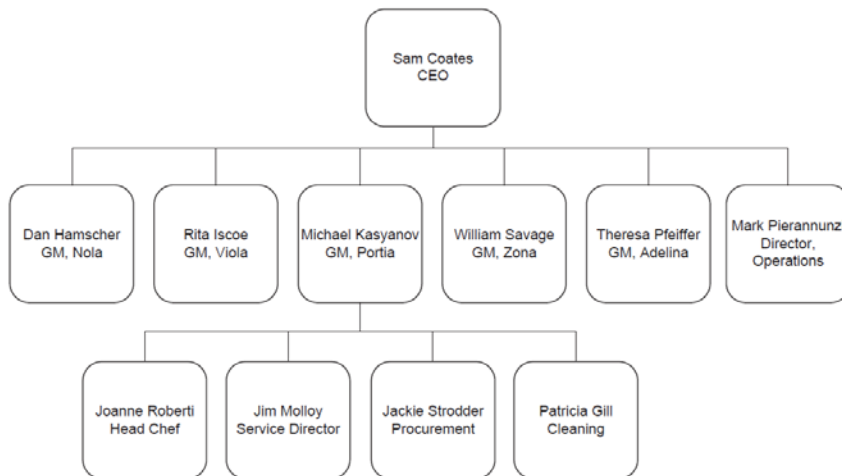knut.hinkelmann@fhnw.ch

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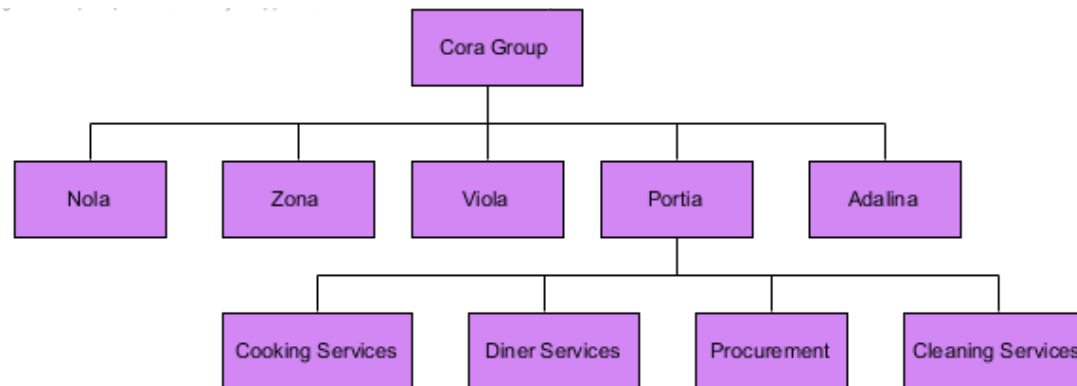
Organisation Model vs. Organisational Chart

Example of a Organisation Model:

Example of an Organisational Chart:

- ■ Business organization models are different from organization charts.
  - ♦ An organization model is about groups of people (organizations and roles) while
  - ♦ Organization charts are about individual people within an organisation
- ■ Example:
  - ♦ The business organization model (on top) shows us what organizations are part of Cora Group
  - ♦ The organisational chart shows the roles of individual people and the reporting relationships between people

Prof. Dr. Knut Hinkelmann
knut.hinkelmann@fhnw.ch

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Specialisation of Modeling Elements

- Specialization is a simple and powerful way to define new elements or relationships based on the existing ones.
- Also, new graphical notation could be introduced for a specialized concept
- Specialisation can be represented as Stereotypes in Visual Paradigm
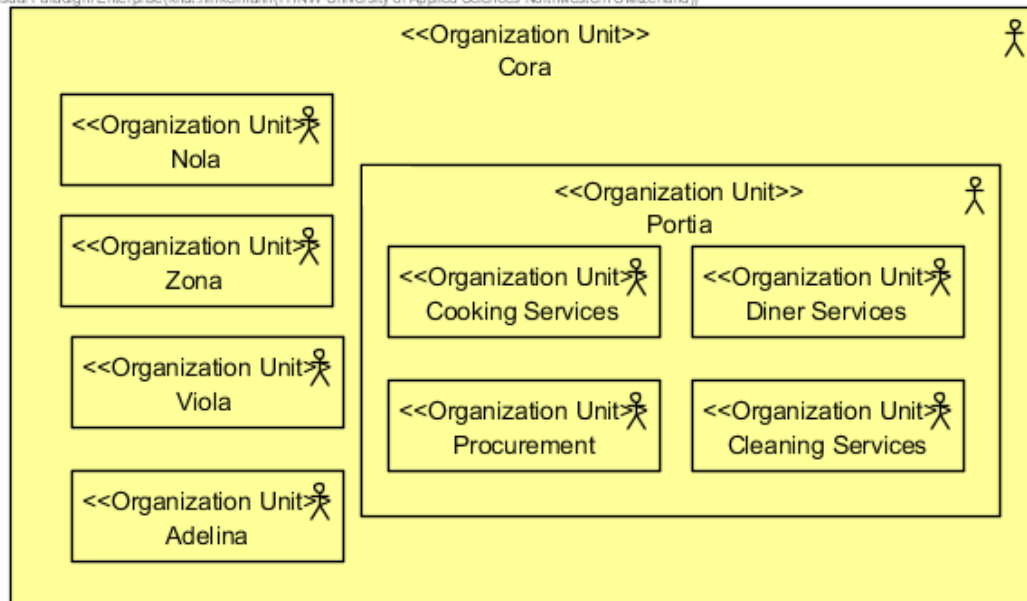
This diagram shows a specialization of the Business Actor using the Stereotpye «Organization Unit».

Prof. Dr. Knut Hinkelmann
knut.hinkelmann@fhnw.ch

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Representing Organisations and Suborganisations
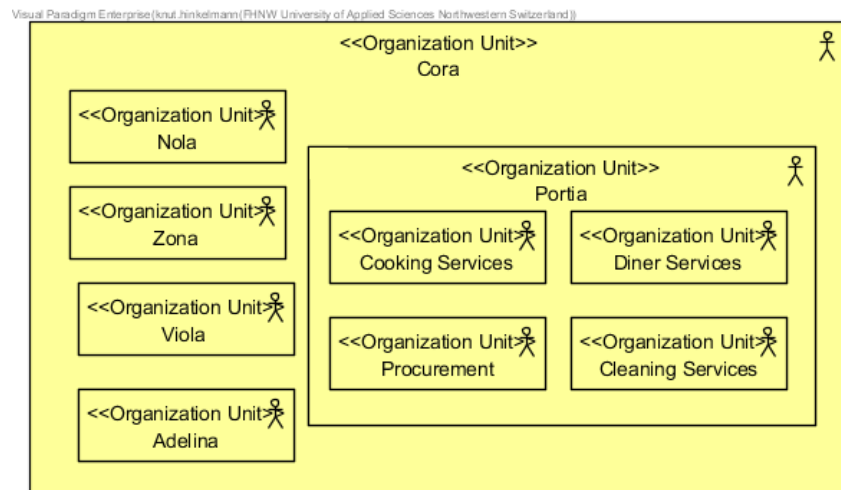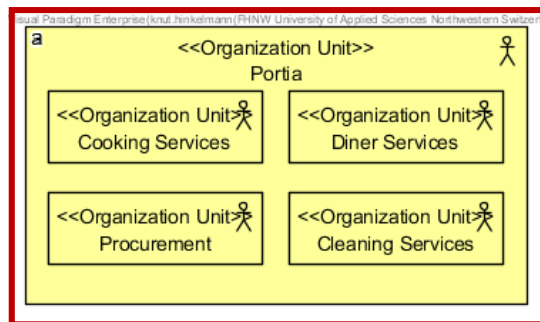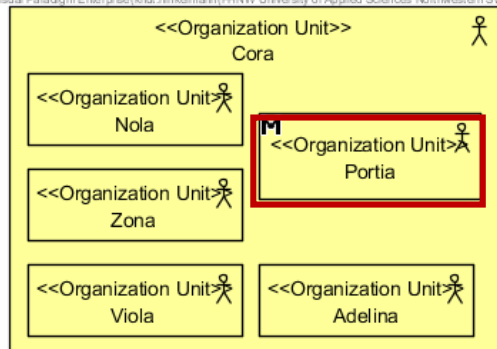
- Business organisation models are inherently hierarchical
  - ◆ An organisation is composed of several other organisation which are again composed of other organisation
- The hierarchy can be represented
  - ◆ in one model or
  - ◆ in several models
- Example: The top diagram shows three levels. If we a diagram becomes too complex, one can show the organizations within a unit as a separate diagram (see second diagram)
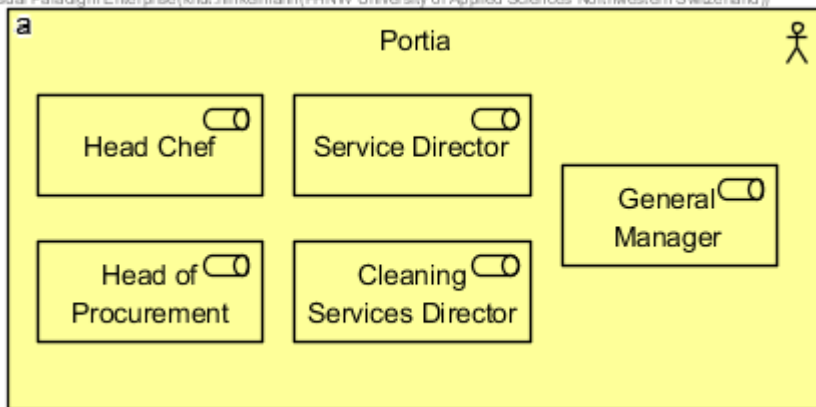
(Bridgeland & Zahavi 2009, p. 81ff)

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knut.hinkelmann@fhnw.ch

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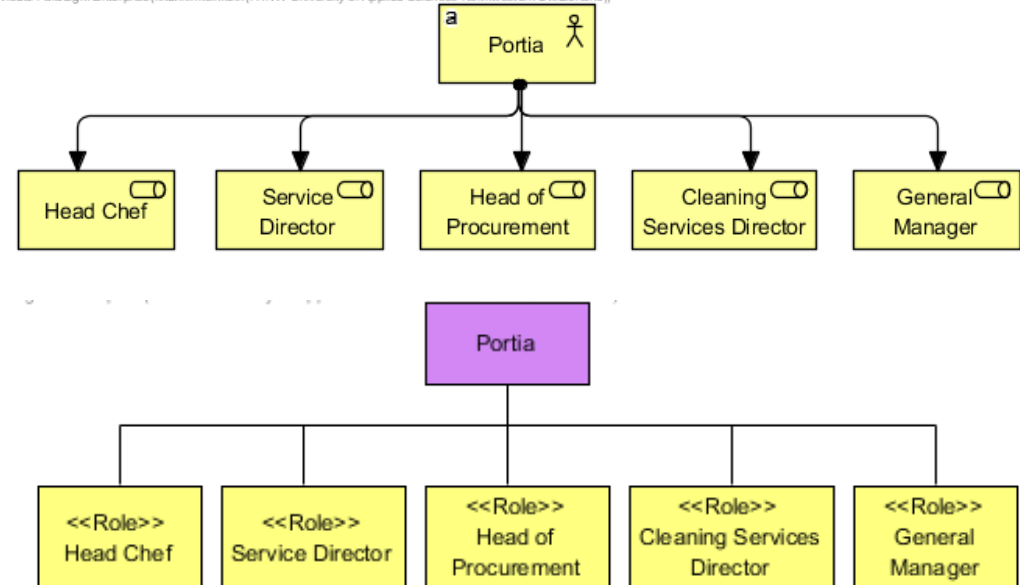
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Organisation with Roles

- Organisations contain roles

- A role is a responsibility a person assumes when he or she holds a position in an organisation

- People can at the same time play multipe roles

Organisation Model with roles

(Bridgeland & Zahavi 2009, p. 82ff)

Prof. Dr. Knut Hinkelmann
knut.hinkelmann@fhnw.ch

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Reporting Relationships

- ■ It can be useful to model the reporting relationships that exist between roles (not between individual persons)

- ■ The supervising role can tell the reporting role what to do and when to do it

- ■ Reporting only occurs between two roles, a role cannot report to an organisation

Organisation Model with reporting relationships

(Bridgeland & Zahavi 2009, p. 82ff)

Prof. Dr. Knut Hinkelmann
knut.hinkelmann@fhnw.ch

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Interactions

Prof. Dr. Knut Hinkelmann
knut.hinkelmann@fhnw.ch

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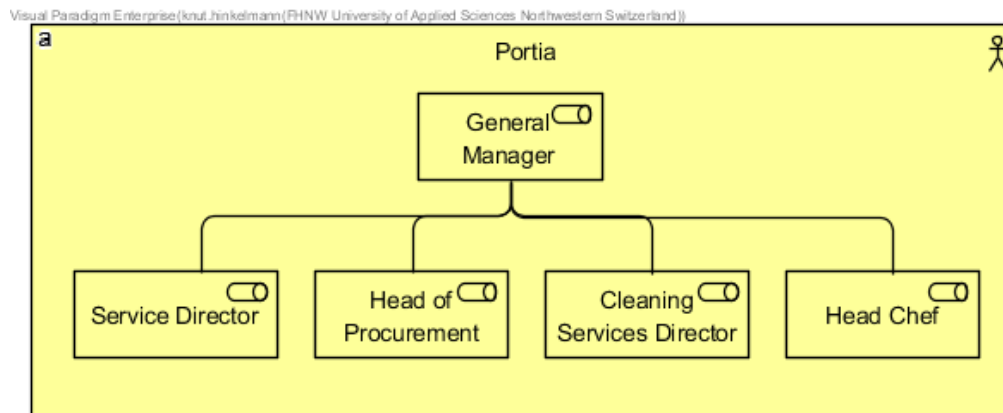
External Organisations and External Roles

Sometimes it can make sense to model also external roles
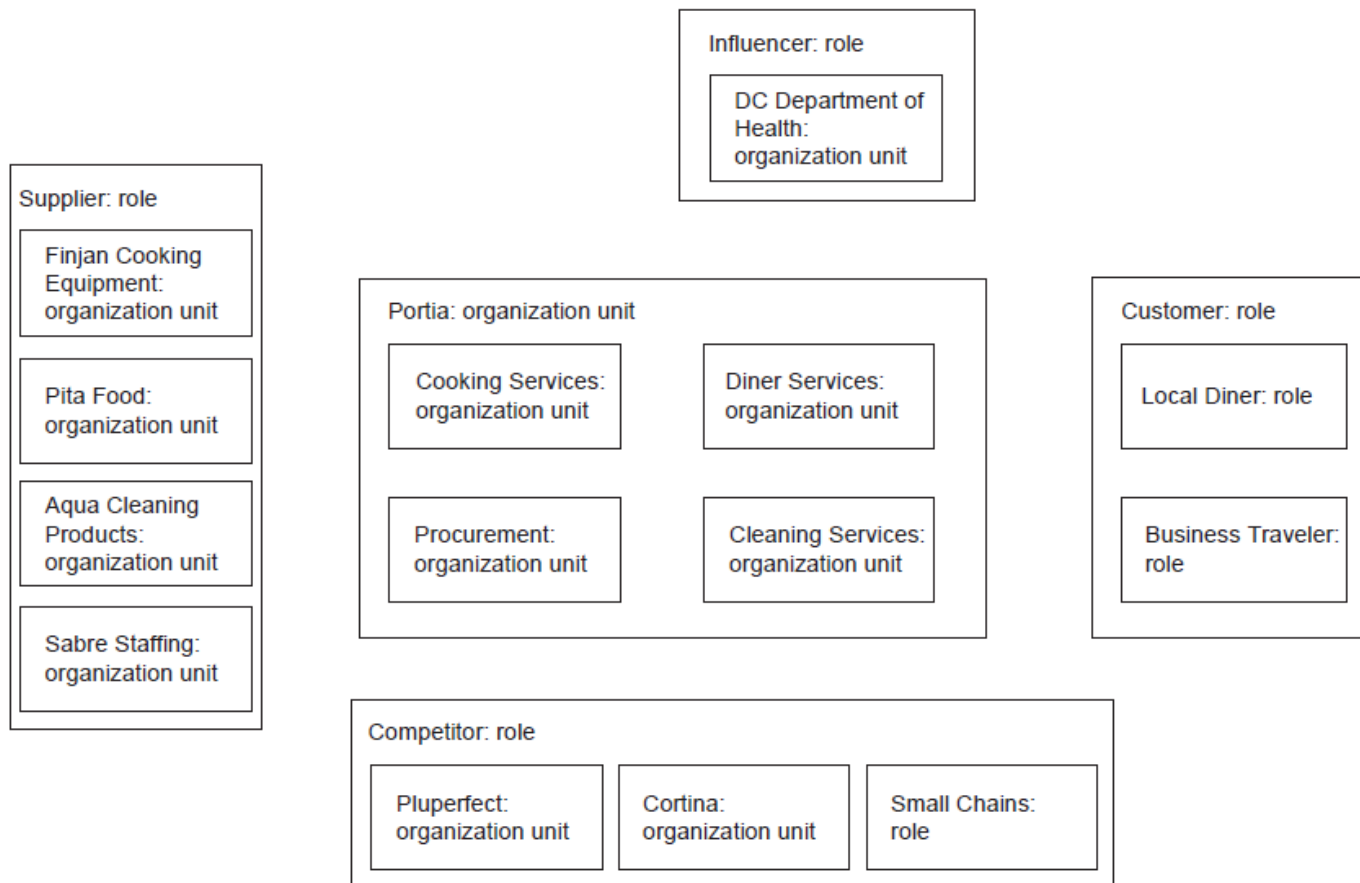

Influencer: role
- DC Department of Health: organization unit

Supplier: role
- Finjan Cooking Equipment: organization unit
- Pita Food: organization unit
- Aqua Cleaning Products: organization unit
- Sabre Staffing: organization unit

Portia: organization unit
- Cooking Services: organization unit
- Diner Services: organization unit
- Procurement: organization unit
- Cleaning Services: organization unit

Customer: role
- Local Diner: role
- Business Traveler: role

Competitor: role
- Pluperfect: organization unit
- Cortina: organization unit
- Small Chains: role

A role inside a role means the the inner role plays the role of the outer role, i.e. a Local Diner is also a Customer

When an organization is represented as part of a role, it means that the organization plays that role, i.e. Cortina plays the role of a Competitor.

(Bridgeland & Zahavi 2009, p. 86f)

Prof. Dr. Knut Hinkelmann
knut.hinkelmann@fhnw.ch
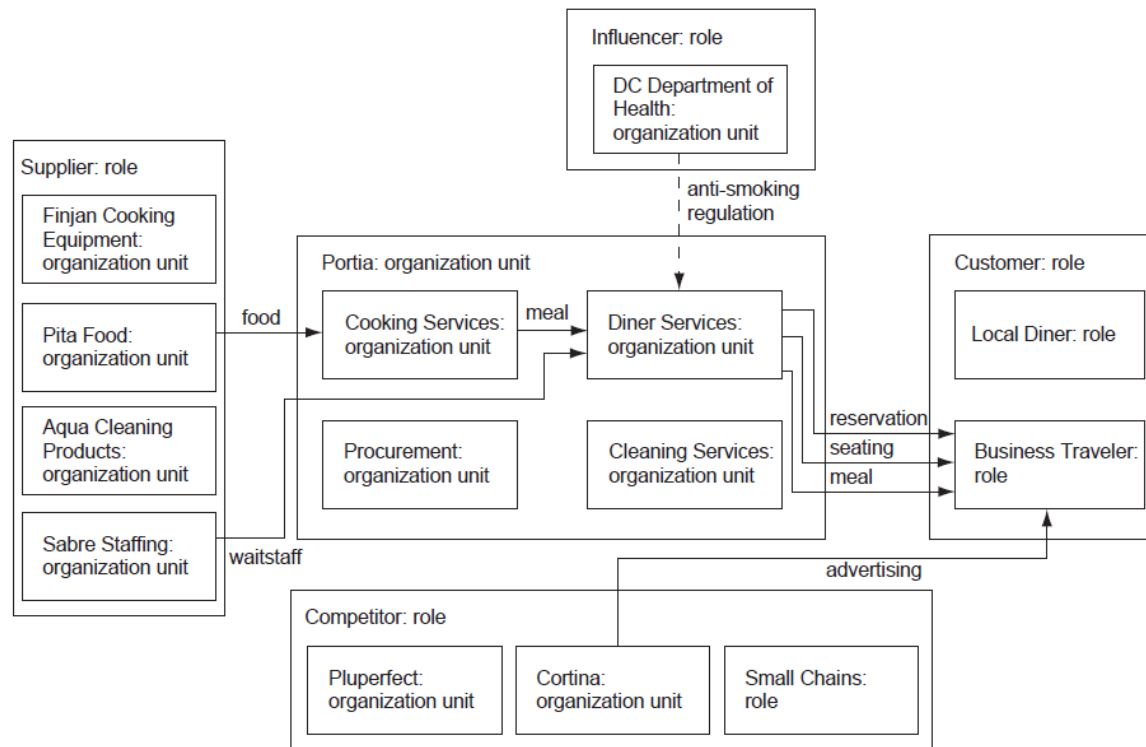
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Interactions

- Interactions shows who works with whom
- An interaction is represented as an arrow between organisations and roles
- An interaction is labeled with the name of the deliverable, which can be information, a physical good, a service or money
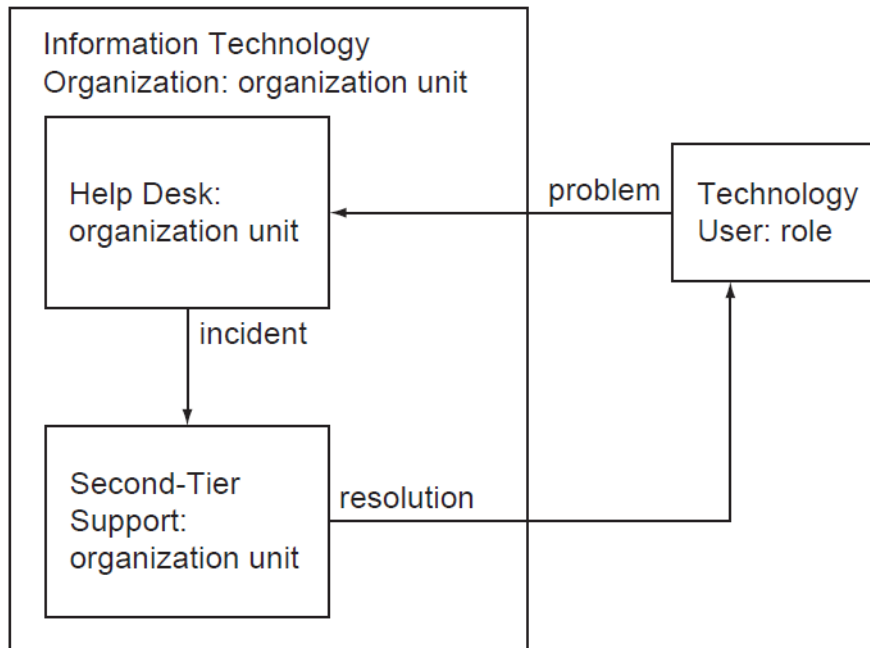
- The interaction between the role Technology User and the organization Help Desk is labeled with the deliverable: problem. The interaction is directional. This means that the technology user delivers the problem to the help desk, rather than vice versa.

- There also is an interaction between Help Desk and Second-Tier Support. The help desk organization provides second-tier support with an incident, a written description of the problem recorded and tracked.

- The resolution of the problem is a third interaction, one between Second- Tier Support and Technology User. That interaction delivers a resolution to the user.

009, p. 88ff)

Prof. Dr. Knut Hinkelmann
knut.hinkelmann@fhnw.ch

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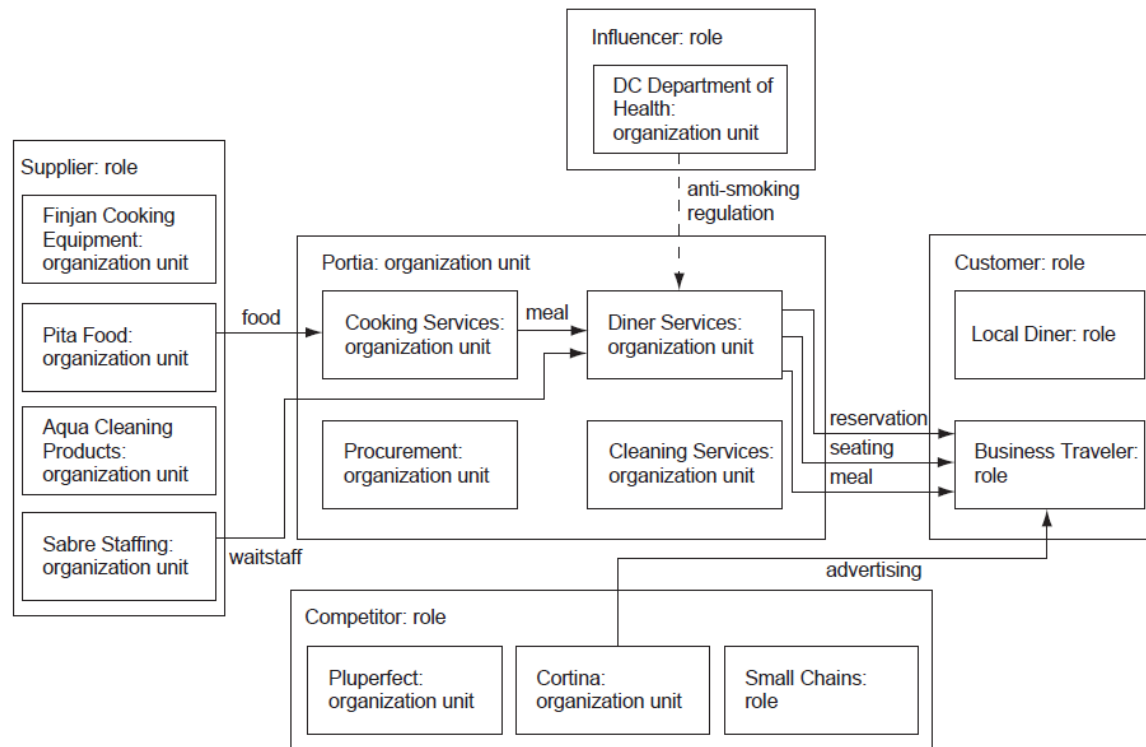
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Interactions and Influences

- An organisation can have an influence on another organisation, even if they do not work together

- Influence is similar to interaction, but influence is indirect

- In the example the anti-smoking regulation of the DC Department of Health influences the Diner Service

(Bridgeland & Zahavi 2009, p. 92f)

Prof. Dr. Knut Hinkelmann
knut.hinkelmann@fhnw.ch

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Prof. Dr. Knut Hinkelmann
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