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## SERVICE ORIENTED BUSINESS ARCHITECTURE

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### Abstract

При построении бизнес архитектуры четыре основных направления важны: масштабы, цели, владелец и архитектор. В докладе представлены некоторые аспекты услуг, призванных быстро и правильно следить за текущим состоянием организации, а затем отправлять эту информацию владельцу.

When building a business architecture the four main areas are important: a scope, a goal, an owner and an architect. The paper presents several aspects of services designed to quickly and correctly follow the current state of the organization, and then to send this information to the owner.

### Introduction

A business architecture is a part of an enterprise architecture related to corporate business, and the documents and diagrams that describe that architectural structure of business.

The term "business architecture" is, first of all, an architecture and used to refer to an architectural organization of an enterprise or a business unit, architectural model or profession. A formal definition of the first meaning is defined by the Object Management Group's Business Architecture Working Group as follows: "A blueprint of the enterprise that provides a common understanding of the organization and is used to align strategic objectives and tactical demands" [4].

What are the services? Services deliver value to members of a target group to address the needs of the members of that target group as defined in a specific program. Service design is the activity of planning and organizing people, infrastructure, communication and material components of a service in order to improve its quality and the interaction between service provider and customers. The purpose of service design methodologies is to design according to the needs of customers or participants, so that the service is user-friendly, competitive and relevant to the customers [1].

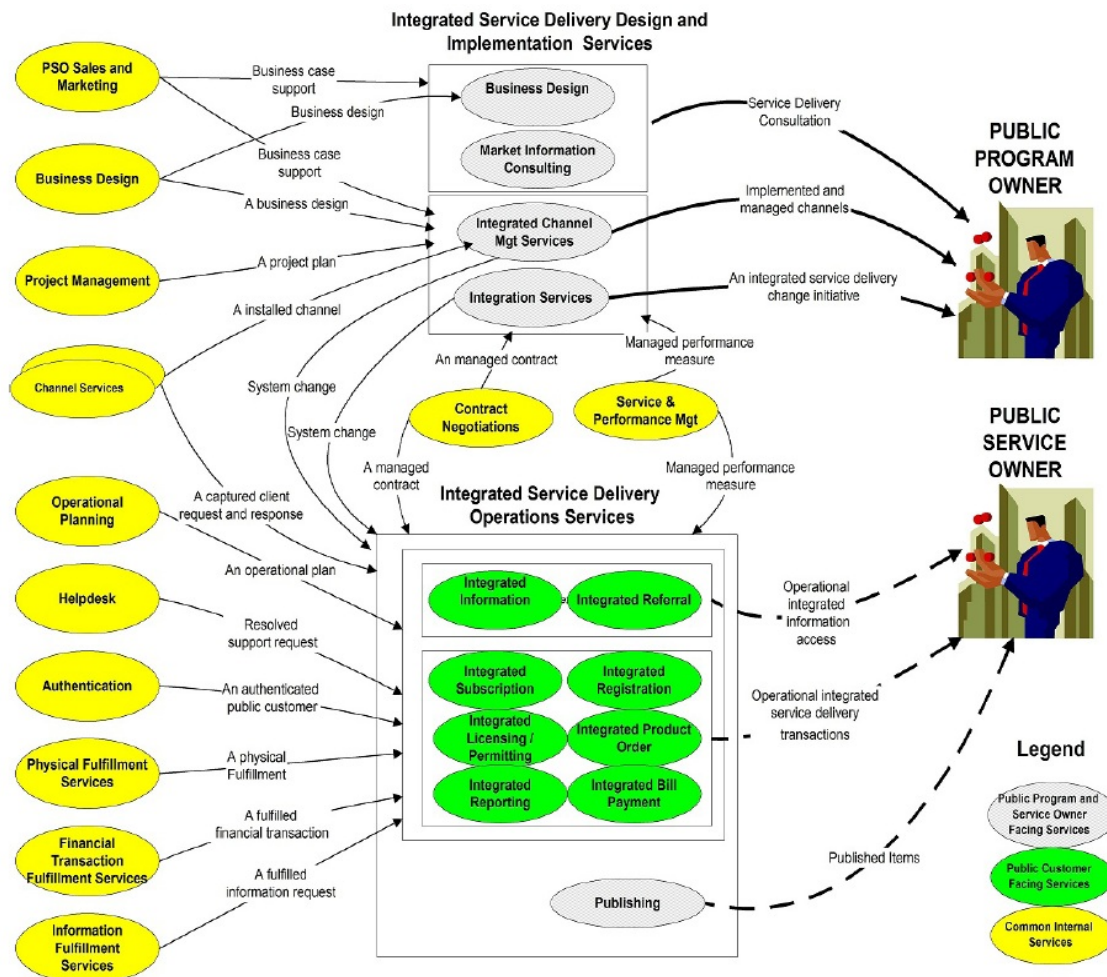


Figure 1 – Service Accountability Diagram

### Understanding the business architecture using services

There are two types of services:

- Public services — these types of services deliver value to the public customers to meet public needs as dened by overall mandates and public program goals;
- Internal services — these types of services deliver value to either public service owners or other internal service owners to support the achievement of their overall objectives.

A client/customer is a role played by a party in which there is an agreement between the service owner and that party to define overall service levels and conditions under which the service provider delivers the service. The client typically elects to 'purchase' the service, and may choose to find an alternate service provider if they are not pleased with the service provider performance. The task is to show the relationship between service provider and customers. These relations are shown on the figure 1.

Actually the service accountability diagram is another fundamental business architectural view and is useful in showing relationships and agreements across the supply chain associated with ISD service owners. The figure 1 presents the basic relationship between:

- Public Program Owners and ISD Service Owners (arrows with thick lines)
- Public Service Owners and ISD Service Owners (arrows with thick dashed lines)
- Common Internal Service Providers and ISD Service Owners (arrows with thin lines)

Services are very fundamental composite artifacts. They have a number of relationships with other artifacts. The figure 2 shows the fundamental relationships between a service and other artifacts.

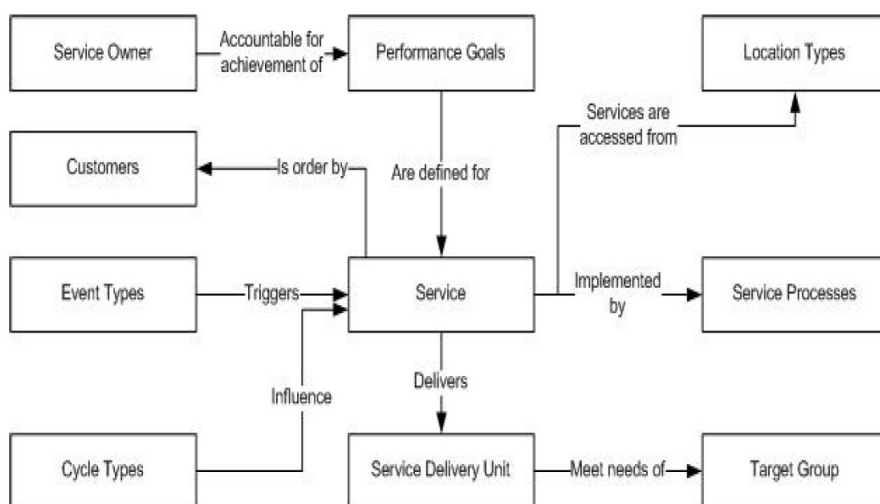


Figure 2 - Semantic Overview of Service

The figure 2 shows that there are many relationships that services are involved in. These relationships are distributed as follows:

- "ISD Service Profiles" includes a list of the identified services and the associated delivery unit and target group.
- "Service Accountability Diagram" shows the relationship between a service and the organization that can "order it".
- "Service Process Models" show the processes required to plan, acquire resources, deliver services and monitor and manage its performance.
- "Services by Location Type by Channel" show the relationship between the services, the types of locations in which they are accessed, and the associated channels and transaction types.
- "Services by Event Type and Cycle Type" show the events that trigger service processes and the cycles that influence service operations.
- "Services versus Geographic Area Types" show the relationship between the services and the various geographic areas.
- "Service Program Alignment Model" shows the relationships between selected service delivery units and the needs of target groups [2], [3].

The report determines that services are an important step in designing the business architecture. Services unlock many doors and present various relationships through which it is possible to build a more specific and complete business architecture model.

#### References:

1. Service design, <http://en.wikipedia.org>
2. Joint Project of ISDD, EBC and CAB, Integrated Service Delivery Business Architecture, January 2002
3. Government of Ontario, Enterprise Architecture Process and Methods Handbook, version3.0, June 2005
4. Object Management Group, Business Architecture Working Group, <http://bawg.omg.org/>