



How to Realize Efficiency in your Organization?

An Enterprise Architecture Use Case with Dragon1

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Introduction

As a CIO you want to be able to initiate and lead digital transformation projects, technology innovation and process improvement in your organization. For example to achieve significant efficiency in the operations in the short term.

For this purpose, working with enterprise architecture is one of the most suitable and commonly used approaches. Dragon1 is thereby a widely used solution as a digital collaboration platform and open method for Enterprise Architecture. Whether you want to start working with enterprise architecture in your organization or already have an Architecture Office, in both cases Dragon1 fits very well.

In this document, we show an example (use case) "how to achieve significant efficiency in the organization" with Dragon1 as a digital collaboration platform for enterprise architecture.

In the following sections, we first discuss what Dragon1 means by the term "Enterprise Architecture", then how management and employees work together on the Dragon1 platform. We then discuss the usage example. Finally, we present examples of generic visualizations created and used by the architects, managers and stakeholders on the Dragon1 platform to achieve efficiency in the organization.

We hope that this document will enlighten the benefits and added value of Dragon1 and its usage in working with enterprise architecture in the organization.

What is Enterprise Architecture according to Dragon1?

Dragon1 defines enterprise architecture as a coherent set of concepts that have been applied integrally to an enterprise, where the concepts each have a specific working mechanism (principle). In this way, enterprise architecture is a holistic way of thinking and working. The concepts and principles are converted into applicable standards. The primary objective of architecture is to achieve the highest possible level of various quality aspects that are important for the strategy. For example, a sustainable power plant, a child-friendly hospital, a secure method of online banking or an easy way of filing a tax return.

According to analyst and research firm Gartner, within a few years, 40% of strategic transformation decisions are guided by architects using digital platforms for EA.

The way Dragon1 supports working with enterprise architecture differs from the other solutions in the market. Enterprise architecture according to Dragon1 is not only used at a tactical and operational level but also at a strategic level. The focus is on creating and managing architecture principles, architecture views and architecture visualizations as management information for decision support. In addition, according to Dragon1, enterprise architecture is not only a management tool for architects and analysts, but also for managers, directors and all other stakeholders.



A common approach with Dragon1 is that the architects receive an assignment from CIOs or directors to design and visualize enterprise transformations or scenarios of change. The architects map the current and future situation of the organization onto landscapes and blueprints. And they indicate on the visualizations the impact of change, costs and risks and what possible control measures are. The visualizations and views that they create provide insights and overviews to stakeholders who then make decisions with it or direct projects with it. These visualizations, for example, effectively help organizations to standardize thoroughly.

What is Dragon1?

Dragon1 is a digital collaboration platform for Enterprise Architecture (SaaS and on-premise) and it is an open method for Enterprise Architecture (recognized by the Open Group).

The use of Dragon1 leads to more control over the continuous business changes that take place in the organization while work continues. Standardization, efficiency, compliance, risk reduction, business process improvement, strategy realization, portfolio management, decision making and innovation support are the tangible benefits of working with Dragon1.

On the Dragon1 platform, users, managers and stakeholders are offered a dozen applications to perform various tasks. For this, the data is first imported from Excel sheets, Visio, PowerPoint and other software tools into the Dragon1 repository and this data is managed as real assets.

Subsequently, the users design and generate architecture views and architecture visualizations and publish these views and visualization so that managers and other stakeholders can view and use these for insight, overview and decision making.

Architecture views are specialized visualizations that show how (qualitatively) well a certain aspect is organized. For example, how safe, repairable, maintainable, customer-friendly, sustainable or green is a business process or IT solution.

Examples of architecture visualizations that are often made on the Dragon1 platform are: strategy maps, business models, customer journeys, 3d layers enterprise blueprints, capability roadmaps, process and application landscapes, IT infrastructure diagrams and technology roadmaps. But also system designs and process flow diagrams can be modeled. Because the visualizations reuse data from the same Dragon1 repository, the visualizations are always consistent with each other.

Also, there are templates for views and visualizations available on Dragon1 that ensure high productivity. They also help to show which data is unknown or missing in the organization and help to prioritize what needs to be done first. They also help to make clear which skills and resources are missing in the organization.



There are users, such as managers and certain stakeholders, who do not enter data on the Dragon1 platform. For them, there are visualization templates and dashboards that can be used to measure, such as goals, objectives and KPIs to manage on management information and to monitor the milestones for project deliverables. There are also visualization templates that help manage the work tasks in the projects.

In short, architects, managers and stakeholders work together harmoniously on Dragon1 to create architecture visualizations and views that are consistent and understandable, approved and used in decision making and in guiding projects.

An Example Use Case: How to Realize Efficiency in Your Organization?

For the example Dragon1 use case 'How to realize Efficiency in your Organization, we take an example company that consists of many organizations that all have their own CRM application and unique process of sales and customer services.

The directors of this company have formulated in the "Strategy 2022" that they want the company to work much more efficiently from now on. The company needs to start selling more products and services to existing customers (cross-selling and up-selling). And from now on the management wants to have real-time insight into how well customers are served.

They ask the architect to come up with a solution for this. How much time and budget will this cost, what the impact of the change will be, what the risks are and how these projects can be managed by them.

The first step - The architect visualizes the strategy map and the business model for the directors and draws up a short program of requirements to understand fully and in more detail the strategy, the company and the stakeholders.

The second step - The architect makes a functional model of the organization including the ecosystem and thinks about the concepts that are needed to meet the requirements of the stakeholders. The architect proposes a new architecture (a set of concepts) to the management on the basis of a design sketch, concerning the sales and customer service process: all sales and customer service processes must be standardized, all sales and customer service employees must have one 360-degree client view and all CRM systems must be replaced by one CRM system in the cloud. All data is imported and assigned to 1 data model. And on the website, customers will be helped with a chatbot to answer their questions faster and more often. The concepts, which are part of the architecture, have been chosen on the basis of their principles (working mechanisms).

The table below shows three of the concepts mentioned above, with their principles explained. Typically, more than thirty concepts (and their principles) together form an architecture.



Concept	Principle (the working mechanism of a concept)
Standardization	By imposing a norm or standard for use and application in a domain, it is ensured that the complexity is lowered, thereby increasing the quality, such as integrability and security.
Application in the Cloud	By making an application available as a service via the Internet, it is ensured that an application has a higher quality for a user or other system, such as more and more available and secure, which increases the business value of the application for the organization.
Chatbot	By automating a conversation, it is ensured that answers to questions are better, more correct and available more quickly so that fewer questions are subsequently made by the person asking the question.

The third step - The architect visualizes this new architecture (a set of concepts with their principles) in a global architecture diagram and the directors approve this new architecture, including the costs, time and impact that the realization entails. The architect will then make a detailed architecture diagram with the concepts per architecture layer.

The fourth step - The architect first visualizes the current situation of the organization with an AS-IS blueprint of the company. This is a visualization that shows the process layer in this use case the processes with their own configuration and each their own CRM system with their unique client view. On this blueprint, the architect may also indicate where certain concepts, principles and standards are used or not, or to what extent.

The fifth step - In this use case, the architect will now visualize the future situation of the organization with a TO-BE blueprint of the company that demonstrates that every organization receives a sales and customer service process with the same configuration, using one cloud-based CRM system with one 360 degrees client view.

In this TO-BE blueprint of the company, the concepts from the architecture diagrams are detailed in elements (such as the concept of a bicycle that can be detailed in the elements: pedal, chain, frame, chair, etc. ...). And for each concept, such as the Chatbot concept, a principle detailed diagram is made.

In the borders of the blueprints, the architect mentions the strategy and the additional requirements of the stakeholders. This will make clear what problems need to be changed in the current situation of each organization. And how the future situation can meet the requirements.

The architect also indicates on this blueprint which concepts, principles and standards are used or not, and to what extent.

The sixth step - In addition to the blueprint, the architect will create a roadmap that shows for each organization which step will be taken to change the process and the supporting application and how to import the data into the new application and place it in a single source of truth.



Architects will be encouraged by the Dragon1 EA method to focus on visualizing concepts, principles (the working mechanisms of concepts) and standards, as this makes it easier to transform and standardize a process, system or IT infrastructure.

With understandable architecture views on Dragon1, stakeholders get insights and overviews of the extent to which principles and standards have been implemented in the organization, as required by the strategy. This makes it possible to manage with these visualizations.

For large projects, architects, based on the Dragon1 method, create architecture designs that are executed in physical or digital design books or models atlases. The architecture designs are made in four versions. The architects do this in a modular and iterative manner together with the stakeholders. First, they make a conceptual architecture design, then a preliminary architecture design, then a definitive architecture design and finally a detailed architecture design. Each version must be approved by the owner/customer (owner/client) before a subsequent version can be made. The architecture designs contain concepts, principles, standards, models and visualizations that must be used by projects as a framework for design and realization.

So far the architect has created ten visualizations: 1) the strategy map, 2) the business model, 3) a functional model, 4) a design sketch, 5) the generic architecture diagram, 6) the detailed architecture diagram, 7) the principle detailed diagram (for the chatbot), 8) the current architecture blueprint, 9) the future architecture blueprint and the 10) roadmap. All these visualizations must be approved by the CIO and then the approved visualizations can be published on the company's intranet so that all stakeholders and projects related to this business transformation have direct access to the architecture data.

The stakeholders can now make use of detailed visualizations to support their decision-making and guide projects with it.



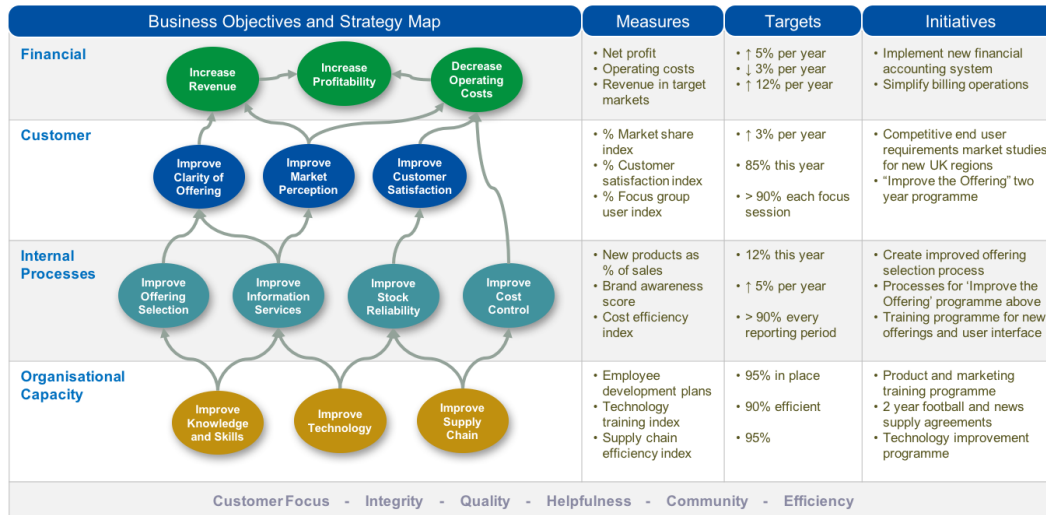
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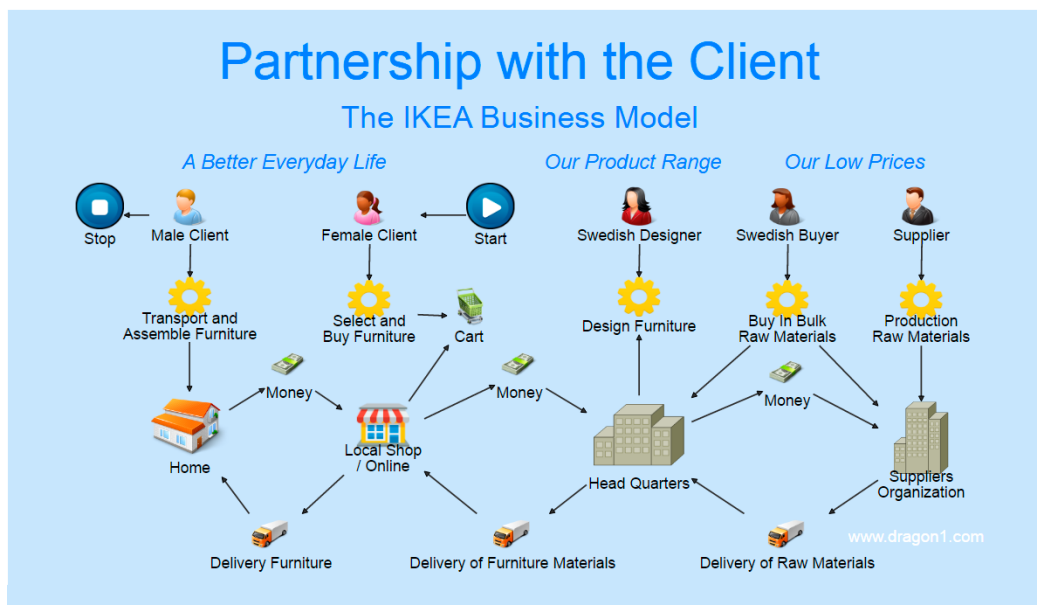
The following examples are architecture products made by architects at Dragon1:

1. Example Strategy Map

Vision	Transforming society through the provision of ultra-high speed mobile information services		
Mission	The number one provider of ultra-high speed mobile information networks across the United Kingdom and Europe		
Strategic Priority	Content Partnerships	Customer Service	Brand Awareness
Strategic Result	Strong supply chain for entertainment and information services, exclusive agreements	Clarity in offering that surpasses anything in the market today, best user interface	Reinvigorated brand based on successes, attract a wider and younger audience

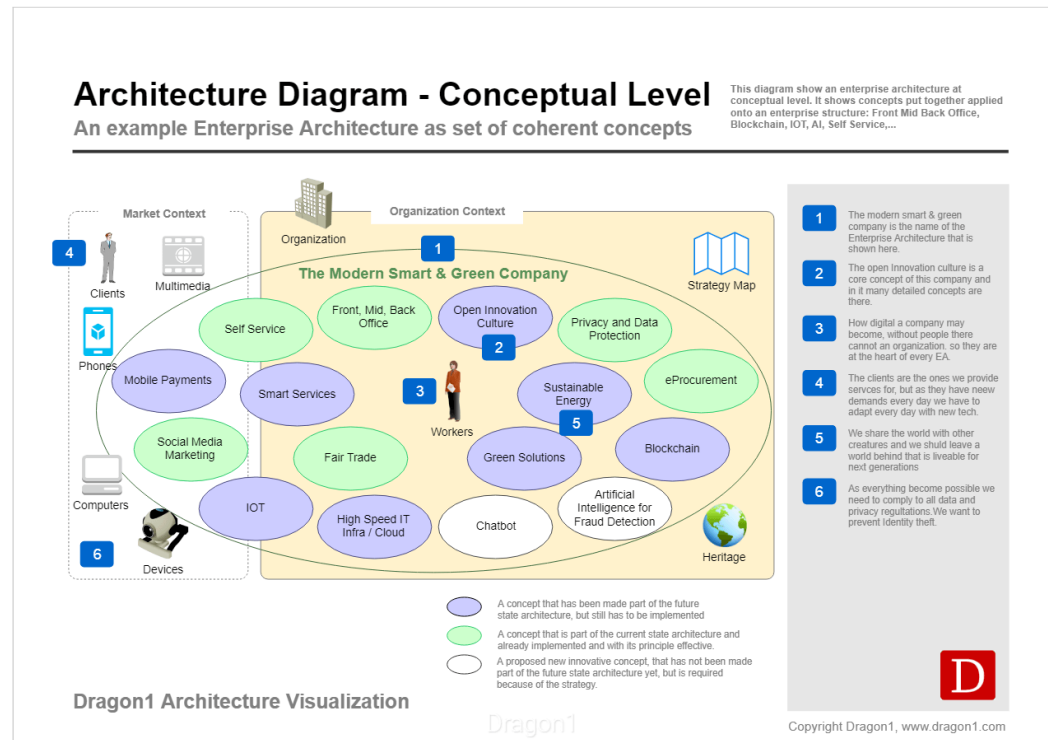


2. Example Business Model

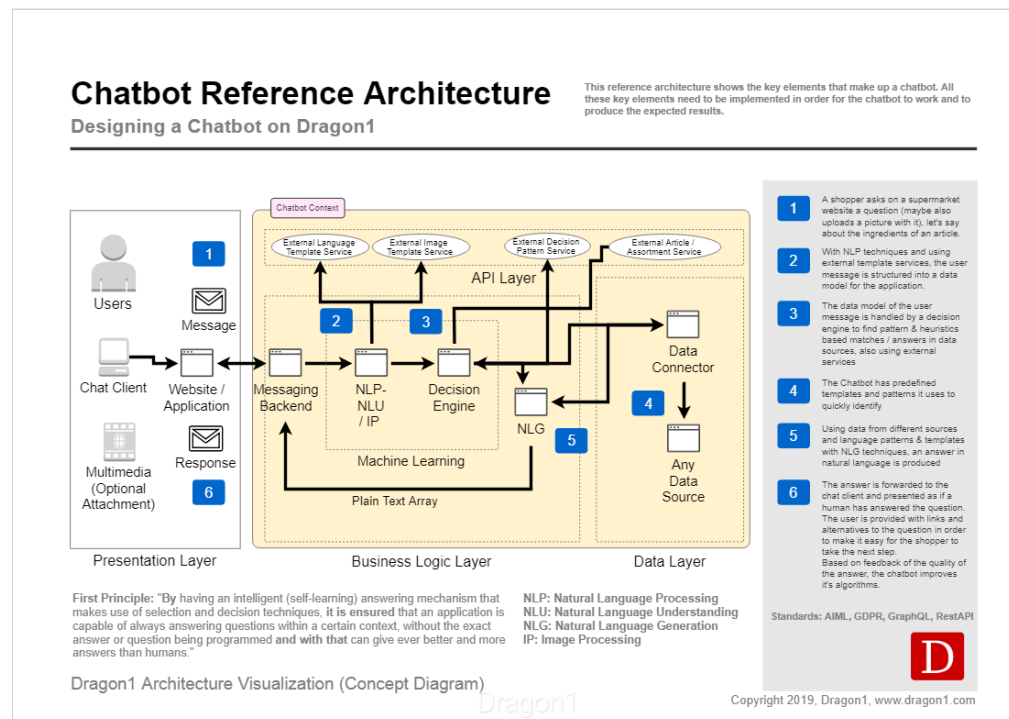


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3. Example Generic Architecture Diagram, showing the concepts

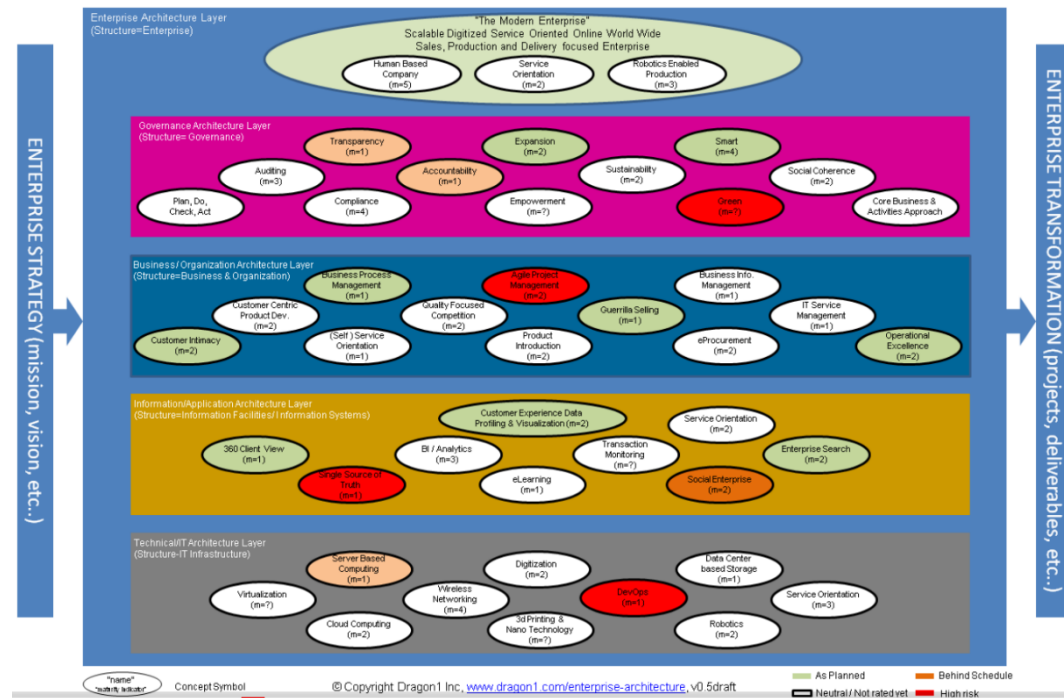


4. Example Principle Details diagram (detailing one concept)



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5. Example Detailed Architecture Diagram, showing the concepts per layer with maturity



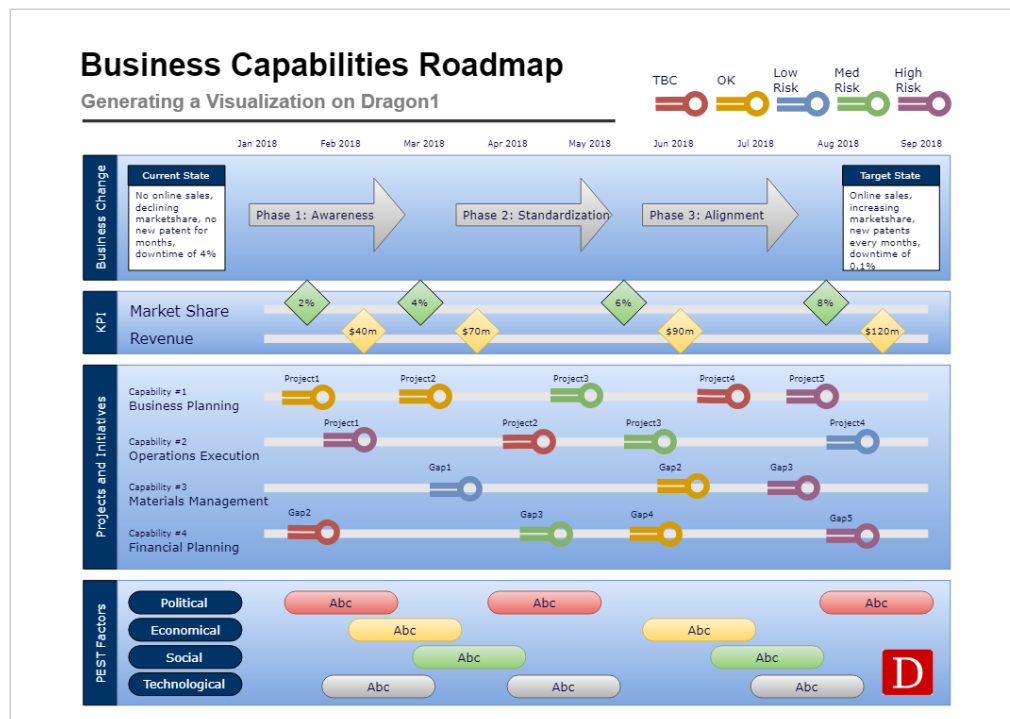
6. Example Current of Future State Enterprise Blueprint, showing the elements of the concepts



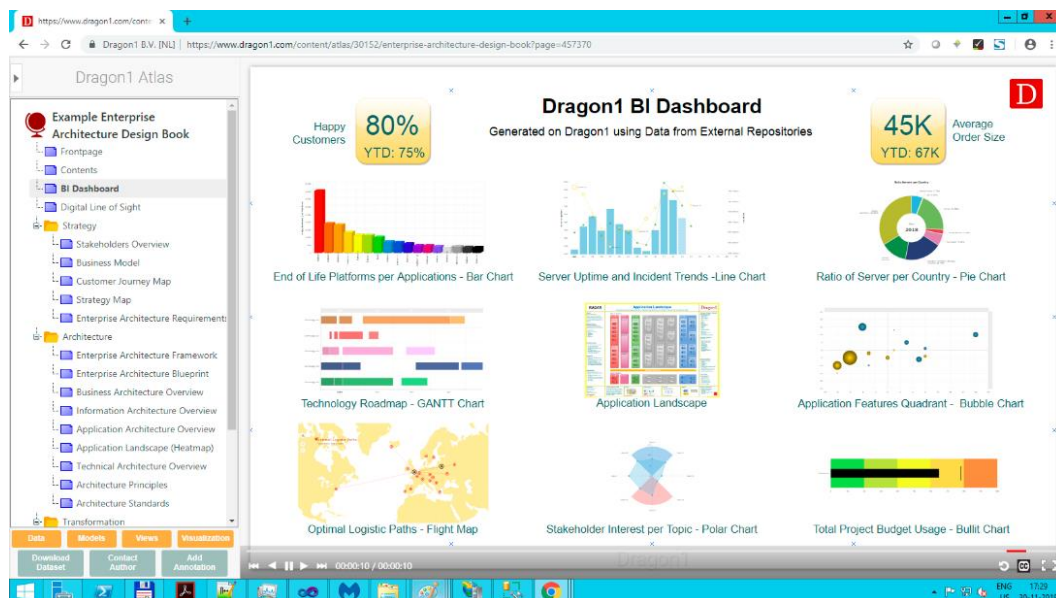
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7. Example Roadmap



8. Example Dashboard to measure and to manage with

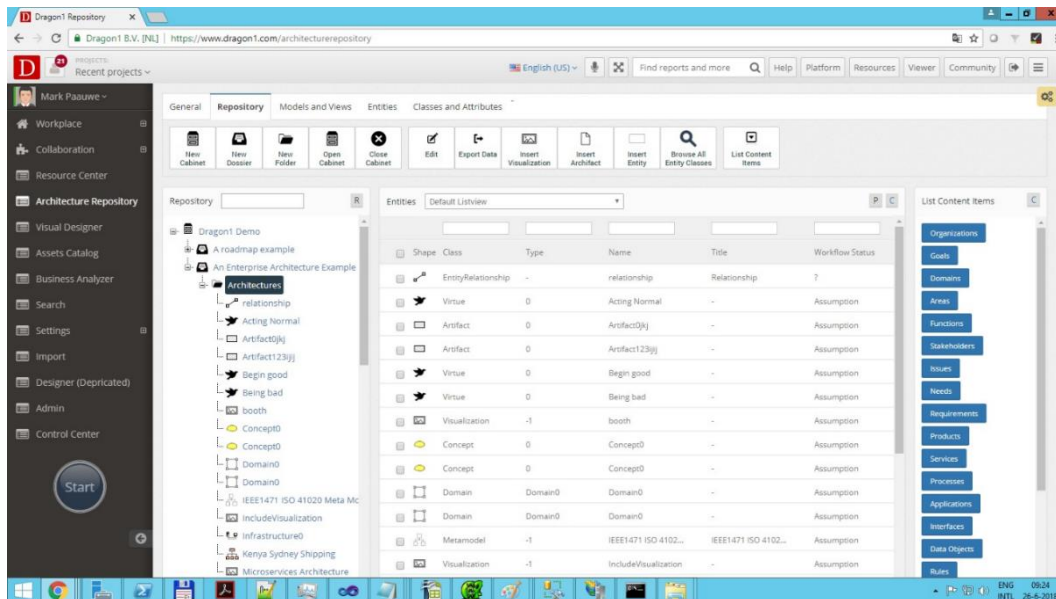




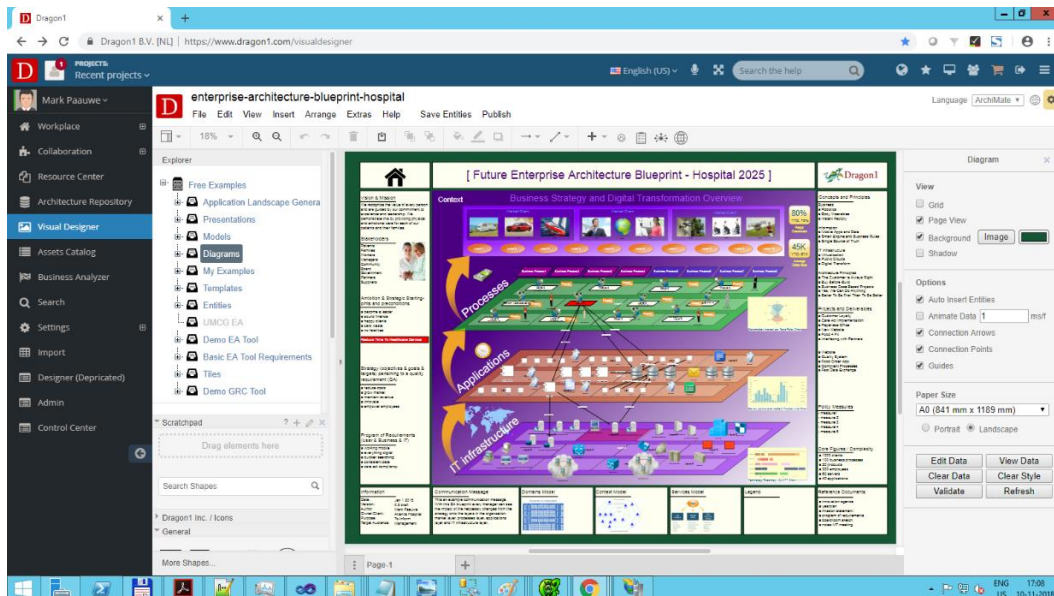
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Here follow three screenshots of the Dragon1 platform:

Below is an example screenshot of the Repository where the architects enter and administer the data:

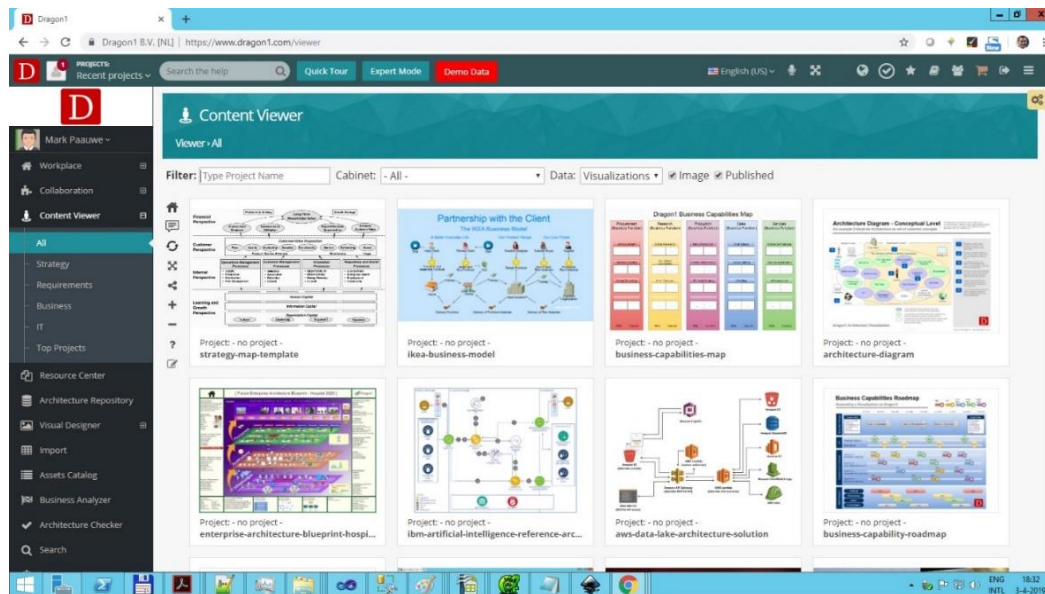


Below is an example screenshot of the Visual Designer where the architects create visualizations in:



Below is an example screenshot of the Viewer where the architects publish and share visualizations with:

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All visualizations that an architect creates and uses can and will be linked to each other. The data that the architect uses in the visualizations are administered as data items in the repository. In this way, even if it changes from day to day, the data can be managed, kept up-to-date and consistent. The visualizations are generated in real-time.

Common List of Documents and Visualizations (the EA Dossier standard)

When the architects work on the Dragon1 platform, documents and visualizations are made. Of course, these documents and visualizations are only created when they are needed and they serve a clear purpose. After just one year, all these documents and visualizations can be present in an Enterprise Architecture Dossier or in the Architecture Center (the intranet application on Dragon1).

Below is an excerpt from the Dragon1 EA Dossier standard:

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Architecture Visualization	Business Requester	Purpose / Usage Goal	Assigned to Architects and Stakeholders	Elements Needed on Primary View	Deadline	Percentage complete	Status (Kanban)	Importance	Business Priority or Issue
1. Business Model (with views)									
2. Strategy Map (with views)									
3. IT Landscape (with views)									
4. Application landscape (with views)									
5. Cloud Migration (with views)									
6. Enterprise Architecture blueprint (with views)									
7. Business functions model (with views)									
8. Business processes model (with views)									
9. Standards per domain (with views)									
10. Customer Journey Maps									
11. Stakeholder Onion diagram									
12. Stakeholder needs & requirements diagram									
13. Business Capability Map (with views)									
14. Technology Roadmap									
15. Data Landscape (with views, GDPR, Info)									
16. Security Architecture Blueprint									
17. Architecture Framework Diagram									
18. Architecture diagram (Domains, Concepts & Principles) (with views) [per architecture in the framework]									
19. Solution Blueprint (1 per project)									
20. Projects using architecture products (matrix)									
21. Architecture Principles per architecture & domain (with views)									
22. Systems using Architecture Principles (matrix)									
23. Enterprise Architecture Meta Model									
24. Architecture Principles diagram (per principles)									
25. Decisions caused by architecture products (matrix)									
26. Feedback caused by architecture products & processed by architects (matrix)			www.dragon1.com						

Starting with Dragon1 in Your Company

In order to be able to use Dragon1 in your company to create and use architecture visualizations for enterprise transformation and technology innovation, it is best to purchase user licenses, train your architects, set up an architecture governance process, assign roles, collect data and integrate Dragon1 with other systems if desired.

In order to use Dragon1 in your company to create digital visualization and innovation architecture visualizations, it is best to purchase a user license, train your architects, set up an architecture management process, assign roles, collect data and integrate Dragon1 with other systems if desired

Architects use the different applications on the Dragon1 platform to enter data and to create and generate the various visualizations with it. Next, you as CIO, approve the proposed visualizations so they can be published on the intranet. The visualizations are accessible to the stakeholders and the projects and they can be used in the work field.

On the Dragon1 platform, the architects can visualize business processes and model applications and the management can measure and make decisions with this information. Dragon1 supports designing, visualizing, implementing and monitoring any type of architecture or solution and supports the organization in working with enterprise architecture to fully support the transformation, standardization and innovation in the organization.

Are you interested to Start with Dragon1?

If you are interested to start with Dragon1 to achieve significant efficiency in your organization, then we cordially invite you to contact us via info@dragon1.com for scheduling a substantive discussion.