Business Architecture Document

This document describes the Business Architecture Course & Syllabus.

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I.   Introduction

Business architecture is an essential aspect of any organization that aims to improve its operational efficiency, customer satisfaction, and profitability. It involves developing a comprehensive understanding of the organization's processes, capabilities, and people to identify and implement strategic improvements. This course is designed to provide students with the knowledge and skills necessary to develop a robust business architecture that aligns with the organization's objectives.

Intended Audience

This course is intended for business analysts, project managers, business architects, and anyone interested in understanding business architecture principles and practices.

Outcomes

By the end of this course, students will have developed a deep understanding of business architecture principles and practices, and will have acquired the following skills:

II.   What is BA?

Introduction

This section of the course will cover the basics of business architecture, including its definition, principles, and benefits. Students will learn how business architecture helps organizations achieve their strategic objectives and how it contributes to better decision-making.

Sub-topics

The role of the Architect
Connect between IT and BA
Digitalization
Strategy and Strategic Planning

Outcome

At the end of this section, students will be able to define and explain the concept of business architecture, and its importance in achieving organizational goals.

III.   Conduct Research, Identify Priorities & Build a Point of View

Introduction

In this section, students will learn how to conduct research and build a point of view of the business. Students will learn how to gather information about the organization's goals, stakeholders, and business environment, and use this information to build a comprehensive point of view.

Sub-topics

Porters 5 Forces Model
SWOT
Combined Strategy Scorecard
Culture Map
Executive Summary

Outcome

At the end of this section, students will be able to conduct research and build a comprehensive point of view of the business, using tools such as Porter's 5 Forces Model, SWOT, Combined Strategy Scorecard, Culture Map, and Executive Summary.

IV.   Define the Benefits Dependency Network

Introduction

In this section, students will learn how to define the benefits dependency network, which is a framework for mapping the relationship between business capabilities and benefits. Students will learn how to use the benefits dependency network to identify the dependencies between business capabilities and benefits and how to use it to develop a business capability architecture.

Sub-topics

Business Model Canvas
OKR and Benefits Card

Outcome

At the end of this section, students will be able to define the benefits dependency network and use it to develop a business capability architecture that aligns with the organization's objectives.

V.   Develop the Business Capability Architecture

Introduction

In this section, students will learn how to develop the business capability architecture, which is a blueprint of the organization's capabilities and processes. Students will learn how to map the organization's workflows, services, operating models, CSAT strategies, CSAT value chain, and capability architecture.

Workflow
Services
Operating Model Canvas
CSAT Strategy
CSAT Value Chain
Capability Architecture

Outcome

At the end of this section, students will be able to develop a business capability architecture that aligns with the organization's objectives, using tools such as workflow mapping, services mapping, operating model canvas, CSAT strategy, CSAT value chain, and capability architecture.

VI.   Develop People

Introduction

In this section, students will learn how to develop people in the context of business architecture. Students will learn how to analyze stakeholders, develop empathy maps, and create personas to better understand the needs and motivations of different stakeholders.

Sub-topics

Stakeholder Analysis
Empathy Maps
Personas

Outcome

At the end of this section, students will be able to develop a people-focused business architecture using tools such as stakeholder analysis, empathy maps, and personas.

VII.   Develop Scenarios

Introduction

In this section, students will learn how to develop scenarios that help identify the key touchpoints and interactions between the organization and its customers. Students will learn how to create customer journey maps, value streams, process maps, and business cases to identify the most impactful improvements to the organization's customer experience.

Sub-topics

Customer Journey
Value Streams
Process Map
Business Case

Outcome

At the end of this section, students will be able to develop customer-focused scenarios using tools such as customer journey mapping, value streams, process maps, and business cases, to identify the most impactful improvements to the organization's customer experience.

VIII.   Manage the Program

Introduction

In this section, students will learn how to manage the business architecture program, which involves developing and implementing a roadmap that outlines the key initiatives required to achieve the organization's strategic objectives. Students will learn how to develop portfolio roadmaps, risk tables, and change strategies that help to prioritize and manage the initiatives within the program.

Sub-topics

Roadmaps
Portfolio Roadmap
Risk Table
Change Strategy

Outcome

At the end of this section, students will be able to manage a business architecture program, using tools such as roadmaps, portfolio roadmaps, risk tables, and change strategies, to prioritize and manage the initiatives required to achieve the organization's strategic objectives.

Conclusion

In conclusion, this Business Architecture Syllabus provides a comprehensive introduction to the key concepts, tools, and techniques required to develop and manage a successful business architecture program. By exploring topics such as conducting research, defining the benefits dependency network, developing the business capability architecture, developing people, developing scenarios, and managing the program, students will gain a deep understanding of the various components that contribute to the success of a business architecture program.

Through hands-on exercises and case studies, students will learn how to apply these concepts in real-world situations and develop the skills needed to create a robust and effective business architecture that aligns with the organization's strategic objectives. Upon completion of this syllabus, students will have the knowledge and tools required to develop and manage a business architecture program that can help their organization drive growth and achieve success in today's ever-changing business environment.