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THE *Open* GROUP

Leading the development of open, vendor-neutral IT standards and certifications

The screenshot shows the Open Group website homepage. At the top left is the logo "THE Open GROUP". Navigation links include "Home | Logout | Sitemap" and a search bar. A blue navigation bar contains categories: "Subject Areas", "Get Involved", "Standards", "Certifications", "Events", "Consortia", "Software", "Publications", and "About Us". The main content area features a large banner for "ArchiMate® 2.0, an Open Group Standard" with an image of the specification book. To the right, there are three smaller boxes: "The Open Group, Barcelona 2012", "Full List of Upcoming Events", and "The Open Group Blog". Below the banner is a "NEWS" section with the headline "How Enterprise Architects Can Bring Best IT Practices to Defense Contracts". The bottom section is divided into five columns: "GET CERTIFIED", "BECOME A MEMBER", "OPEN GROUP OFFICES", "THE OPEN GROUP STANDARDS PROCESS", and "Member Focus". Each column contains descriptive text and a list of links or resources. The footer lists Platinum Members: Capgemini, HP, IBM, Kingdee, and ORACLE, along with the text "All Open Group Members".

Forums

- Architecture Forum
- ArchiMate® Forum
- Identity Management Forum
- Jericho Forum® Management Forum
- Platform
- Real-time & Embedded Systems Forum
- Security Forum
- Trusted Technology Forum (TTF)

Industry Forums

- Exploration, Mining, Metals & Minerals Forum

Work Groups

- Business Architecture
- Cloud Computing
- Quantum Lifecycle Management (QLM)
- Semantic Interoperability
- Service Oriented Architecture

TOGAF next work streams

- ❑ TOGAF next Part 1 - the continued effort to create a clear, cohesive, comprehensive & consistent EA Framework
- ❑ TOGAF next Part 2: Guide to Architecture for the purpose of Strategy, Project, & Program - the effort to craft a how-to guide aimed at the leader of an EA Team
- ❑ TOGAF next Part 2: Guide to Business Architecture - the effort to craft a how-to guide for the business architecture domain
- ❑ TOGAF next Part 2: Guide to Application Architecture - the effort to craft a how-to guide for the application architecture domain
- ❑ TOGAF next Part 2: Guide to Data/Information* Architecture - the effort to craft a how-to guide for the Data/Information architecture domain
- ❑ TOGAF next Part 2: Guide to Information Technology Architecture - the effort to craft a how-to guide for the information technology architecture domain
- ❑ TOGAF next Part 2: Guide to High Assurance Architecture - an effort just starting to craft a how-to guide for the high assurance - this guide is being led as a separate initiative by the RTES Forum.
- ❑ TOGAF next Security Project - this is an associated initiative by the Security Forum to ensure Security & Risk are properly integrated in Part 1 & the 4 Architecture Forum Part 2 guides

Telkom's Answer to Enterprise Architecture

- ❑ Telkom's Enterprise Architecture (EA) team has the challenging task of responding to and satisfying business needs in a fast-changing, competitive industry. There are many sources of information that are not centrally captured, maintained or available. With this in mind the EA team purchased and implemented Alfabet's PlanningIT tool, and then created the brand "Karabo" meaning "the answer" to represent their quest to solve the many EA-related issues. In this month's EA Forum presentation, Belinda will take us through Telkom's implementation journey and describe how PlanningIT has assisted in establishing TOGAF® within the EA team.
- ❑ Belinda Fivaz works in the Strategy and Enterprise Architecture division at Telkom. She has worked at Telkom for 12 years during which period she has dedicated a substantial amount of time to defining, formalising and applying the EA process. Her current focus is the entrenchment of PlanningIT as the enterprise architecture tool of choice in ITS. Belinda holds an Honours degree in Industrial Psychology and is certified in TOGAF® 8 and 9

Telkom's answer to Enterprise Architecture



EA Forum Presentation: 12 – 14 September 2012

Belinda Fivaz

Agenda

- **Setting the Scene**
- **Best Practices**
- **Rules**
- **The ITS Landscape**
- **Frameworks, Methodologies and Deliverables**
- **planningIT as Navigation tool**
- **Gartner's Magic Quadrant**
- **Applying the Rules**
- **The Challenge**
- **Time to Re-Focus**
- **Some Refocusing**
- **Lessons Learned**

Setting the Scene

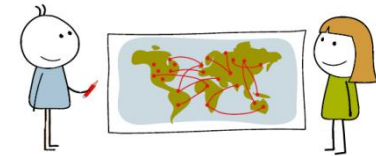
- **Needs and concerns of stakeholders...**
- **Architecture practice...**
- **Operationalise strategy...**
- **Become a business enabler...**



Best Practices

Talking business....

- > ensuring that the business is successful
- > communication
- > business relevant information on the existing application landscape



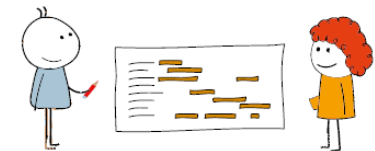
Mastering complexity....

- > huge challenge
- > transparency



Managing change. ...

- > constantly adapt the application landscape
- > outdated information *1



Best Practices (continue)

Handling finances.....

- > strict budgets
- > reliable cost-benefit analysis
- > insight into the relationships



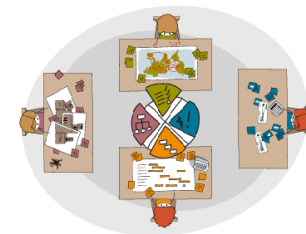
Mitigating Risks. ...

- > liable for infringements of compliance or security
- > consistent and accurate information
- > impact analysis at the design stage
- > Adjustment prior to implementation

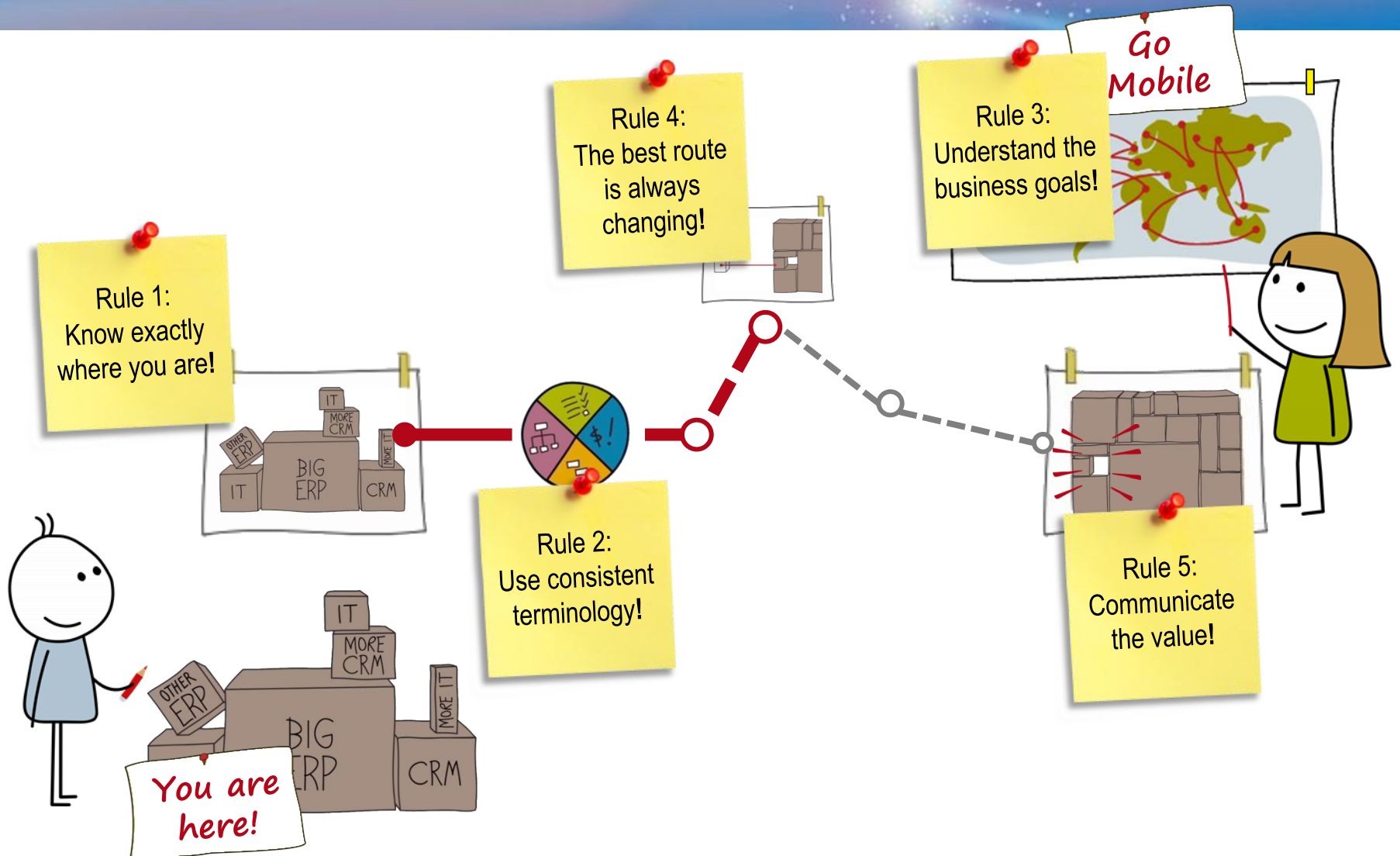


All do Some. ...

- > silos
- > real-time insight

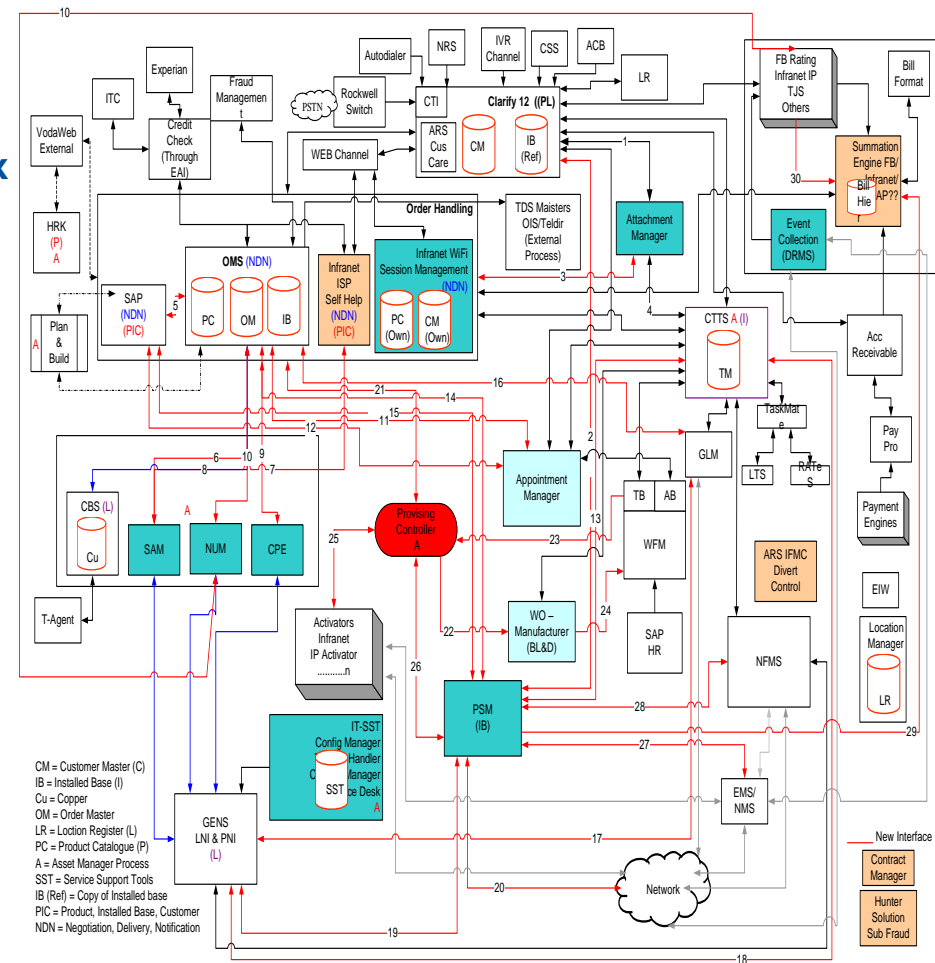


The rules

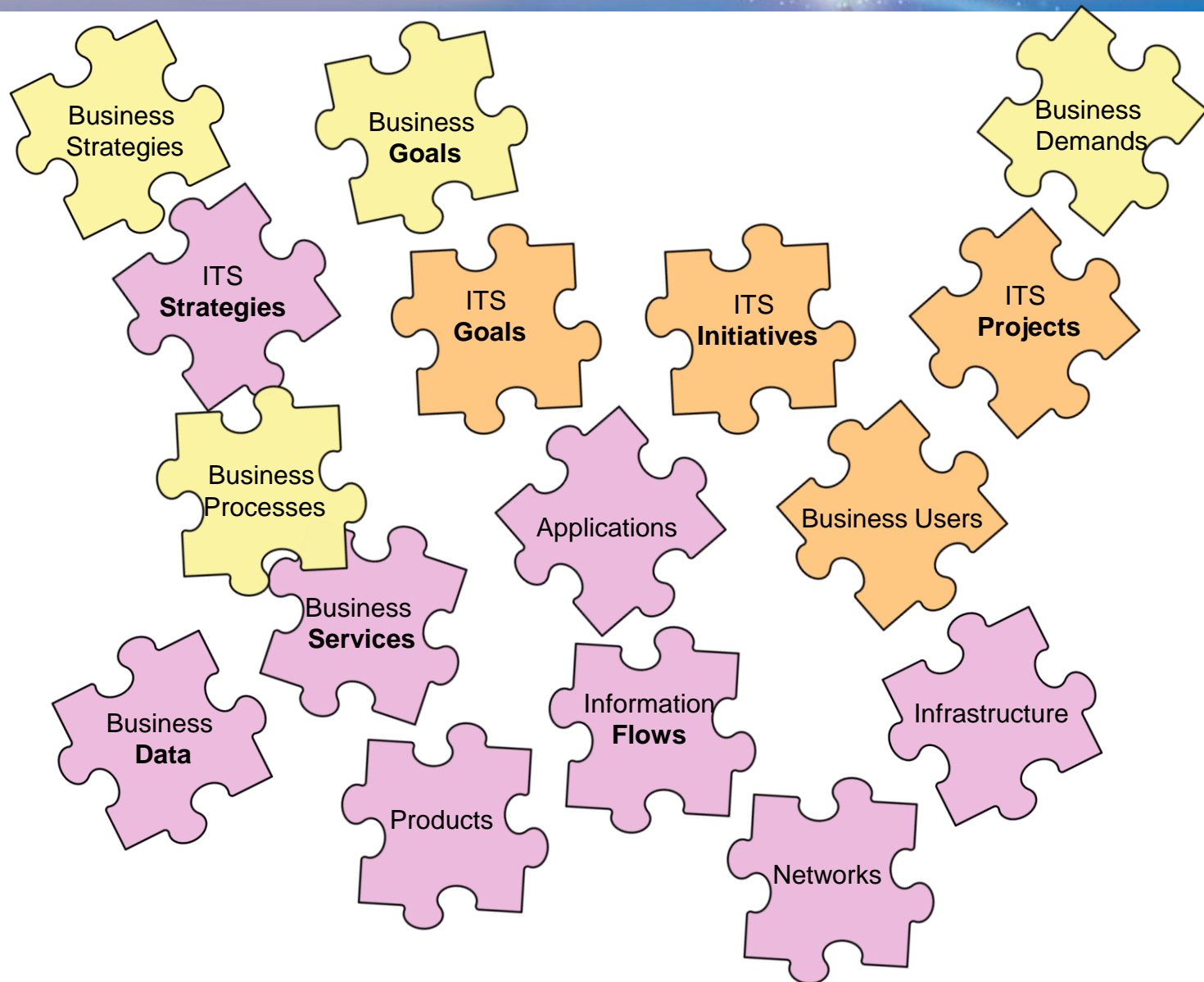


Telkom's Current Operations – some facts

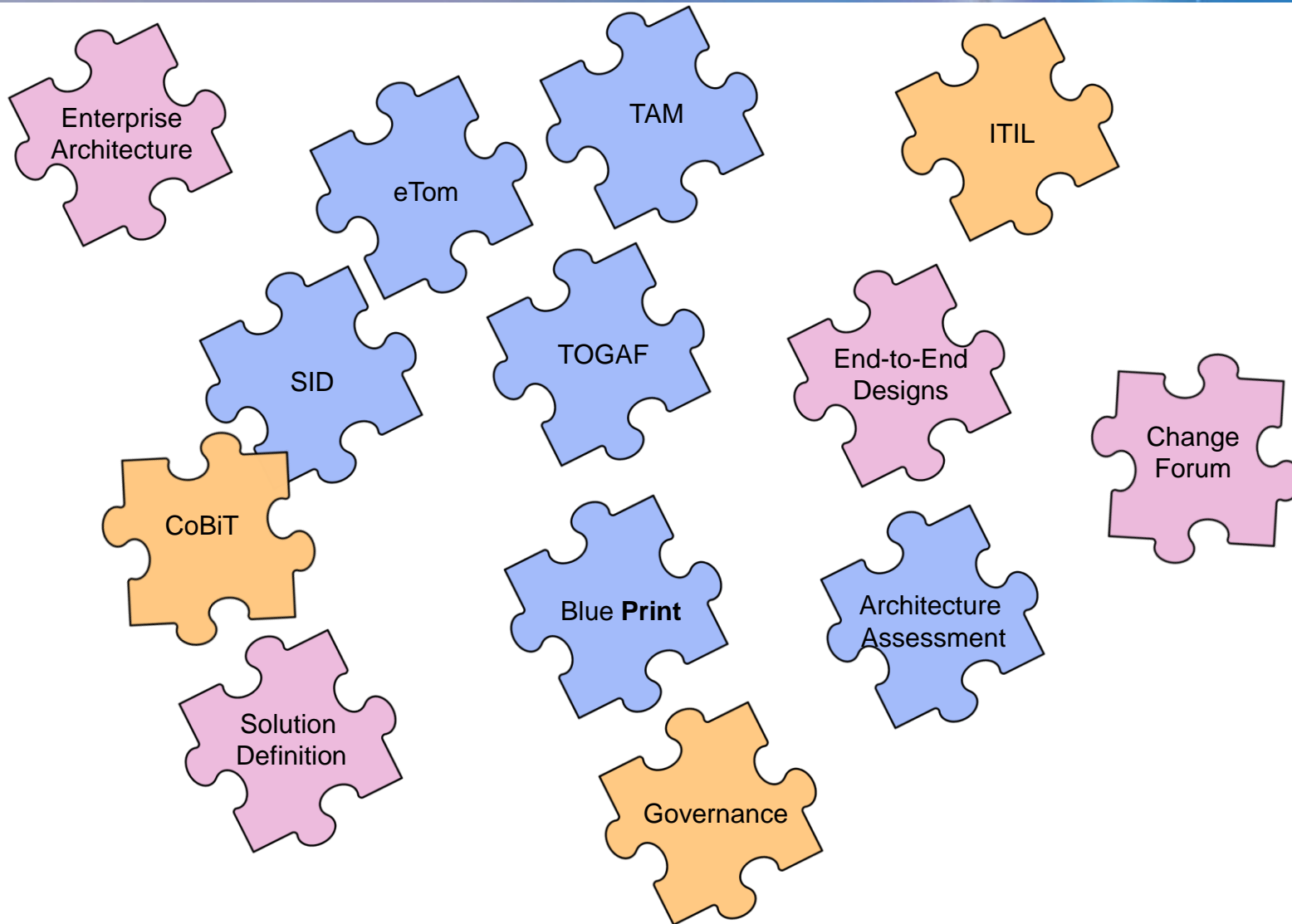
- **Applications**
 - 732 Services - instances of software applications being managed
- **Billing**
 - Call Data Records (CDR's) processed: Approx 95 Million per day
- **Fulfilment & Assurance**
 - Orders: Approx 4000 per day
 - Faults: Approx 16000 per day (seasonal)
 - Transactions via EIA for F & A: Approx 16 million per day
- **Infrastructure**
 - Currently managing over R2.5 bn worth of IT Assets
 - 9700 sqm hosting space
 - Operating System & Database Management: Approx 1463 Instances each
 - Storage Management: 2.05 Petabytes of SAN Storage
 - Backup Management : Daily 273 Terabytes Unique backups (65,000 tapes managed)



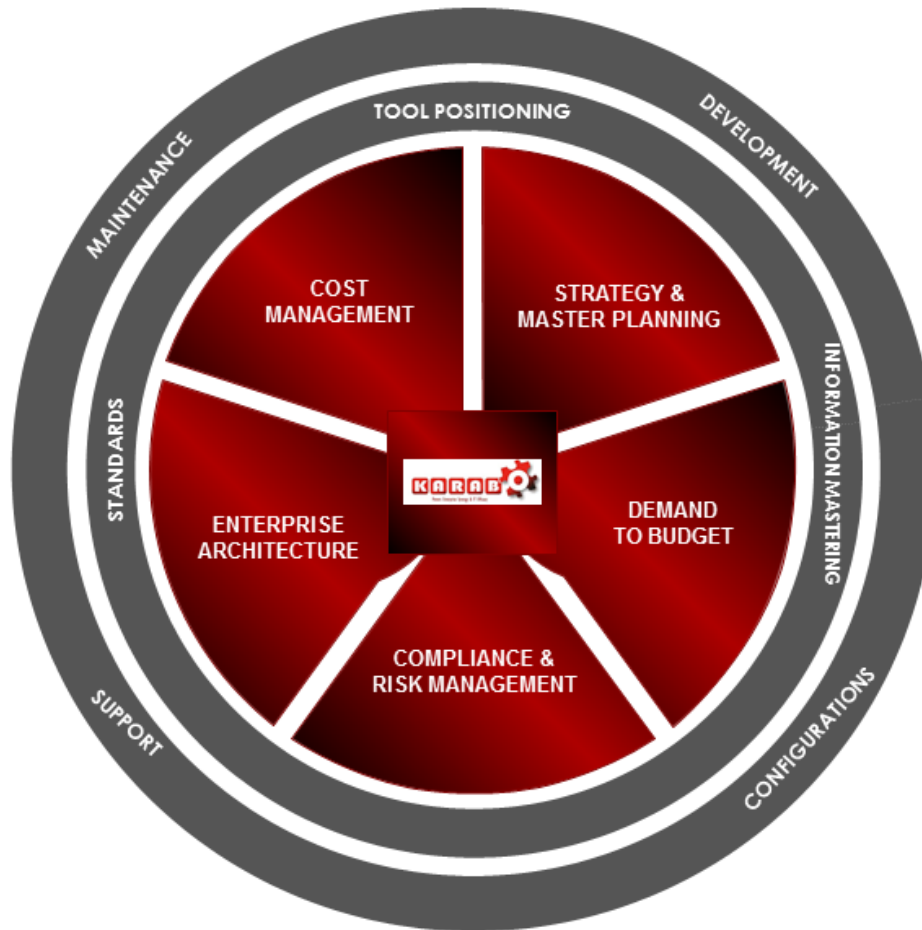
The ITS Landscape



Frameworks, Methodologies & Deliverables

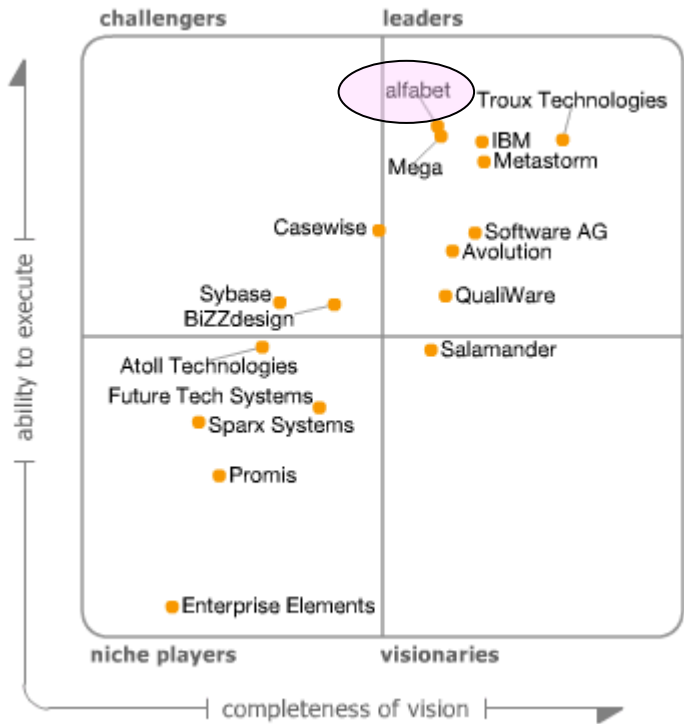


planningIT – Telkom's Navigation Tool



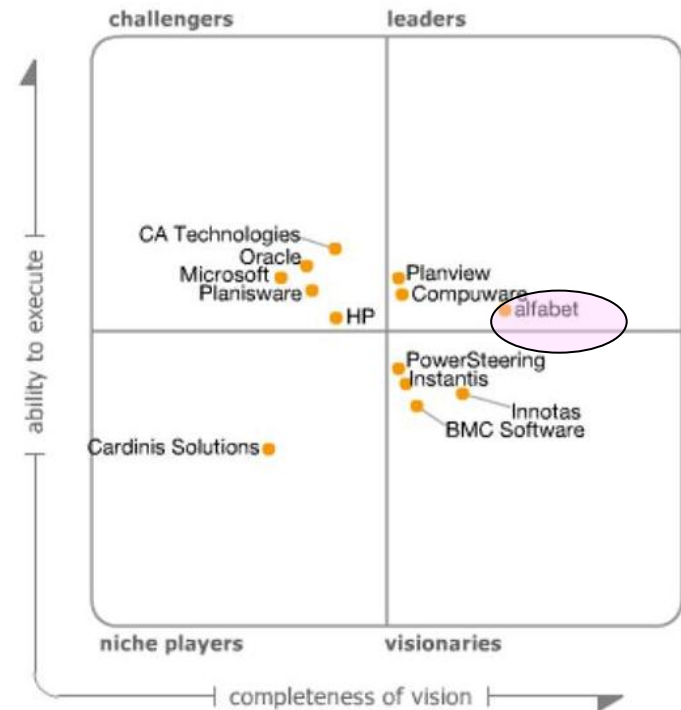
Gartner Magic Quadrant

Enterprise Architecture Tools



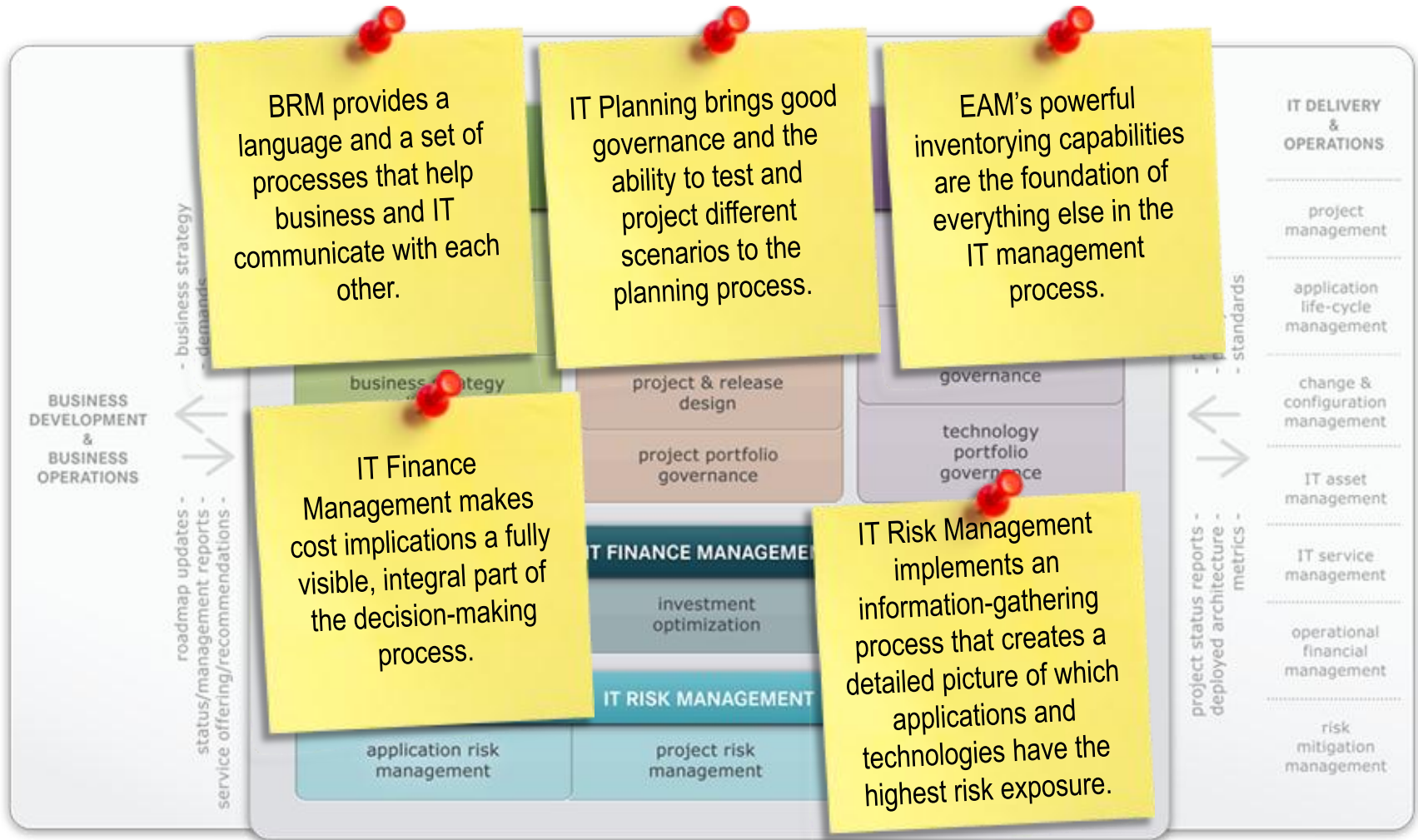
As of October 2010

Application Portfolio Management Tools

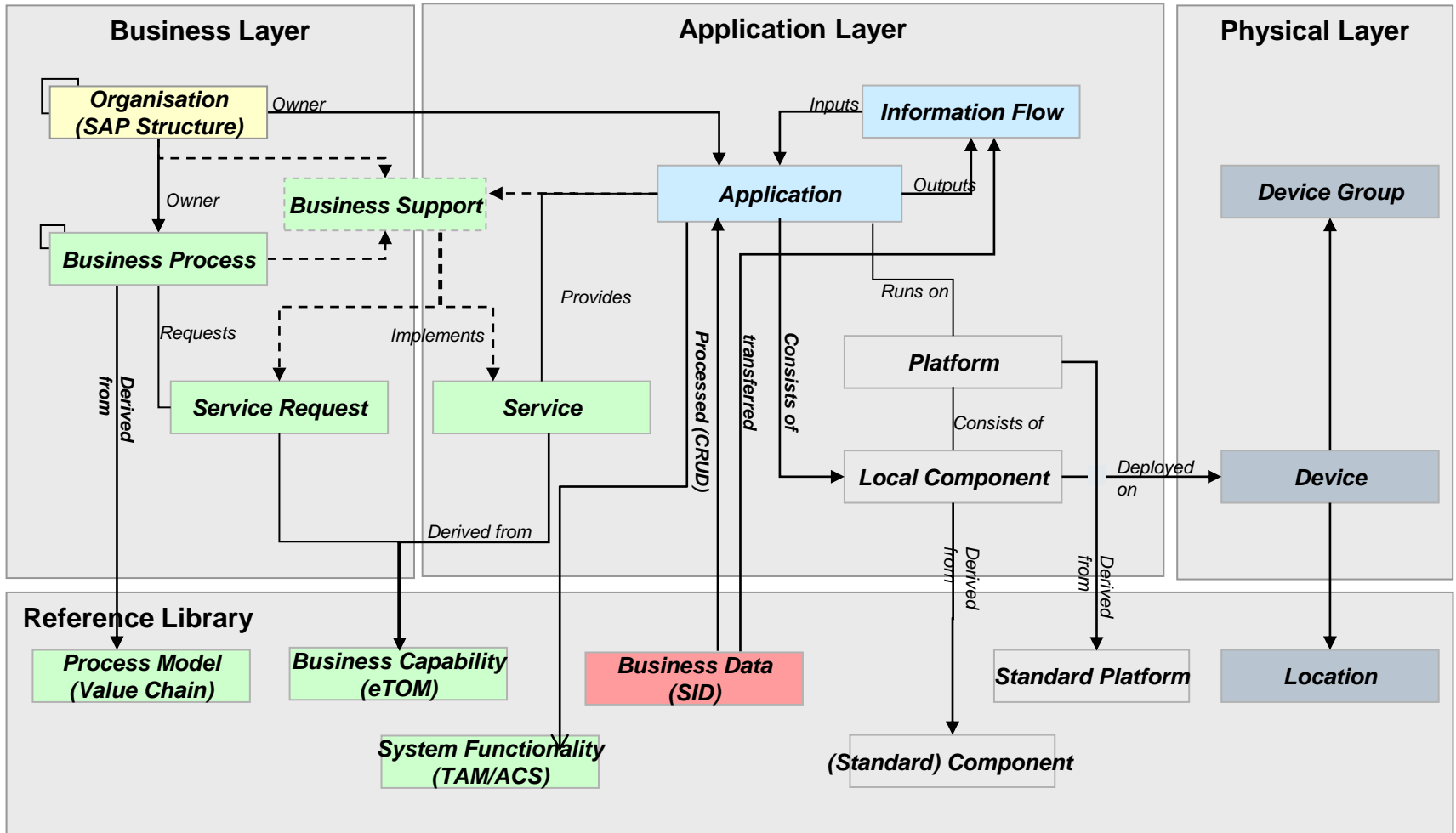


As of August 2011

planningIT – Capabilities



Know Exactly Where You Are



Maps

planning IT

Home • Search • Inventory • Application • Release • Enterprise • Value • Portfolio

Application: Clarify CRM: Customer Relationship Management 12.5
Business Support Map Report

Release Status: [Active] Start Date: [] End Date: [] Aspect Group: [] [Update]

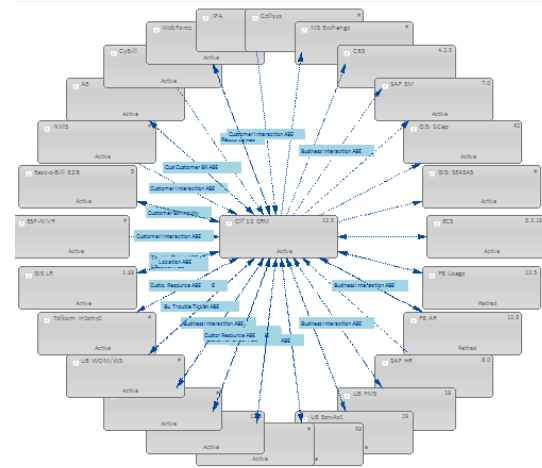
IT Strategy: [] Relevance Group: [] Y-Level: [0] X-Level: [0] [Aggregate]

Master Plan: []

Details • View • Export

	E.1.1 CRM_Identify Sales Opportunity	E.1.2 CRM_Conduct Sale	E.1.4 CRM_Administer Commission	E.1.4 CRM_Manage Service	E.2.1 Manage Customer Interaction	E.2.2 Pre-Order Process	E.2.6 Customer Care
Consumer Sales: Cut Serv & Call Centre	Clarify CRM: Customer Relationship Management v.12.5				Clarify CRM: Customer Relationship Management v.12.5		
Med & Large Bus Services	Clarify CRM: Customer Relationship Management v.12.5						
Multi-national Customers	Clarify CRM: Customer Relationship Management v.12.5						
Wholesale Services	Clarify CRM: Customer Relationship Management v.12.5						

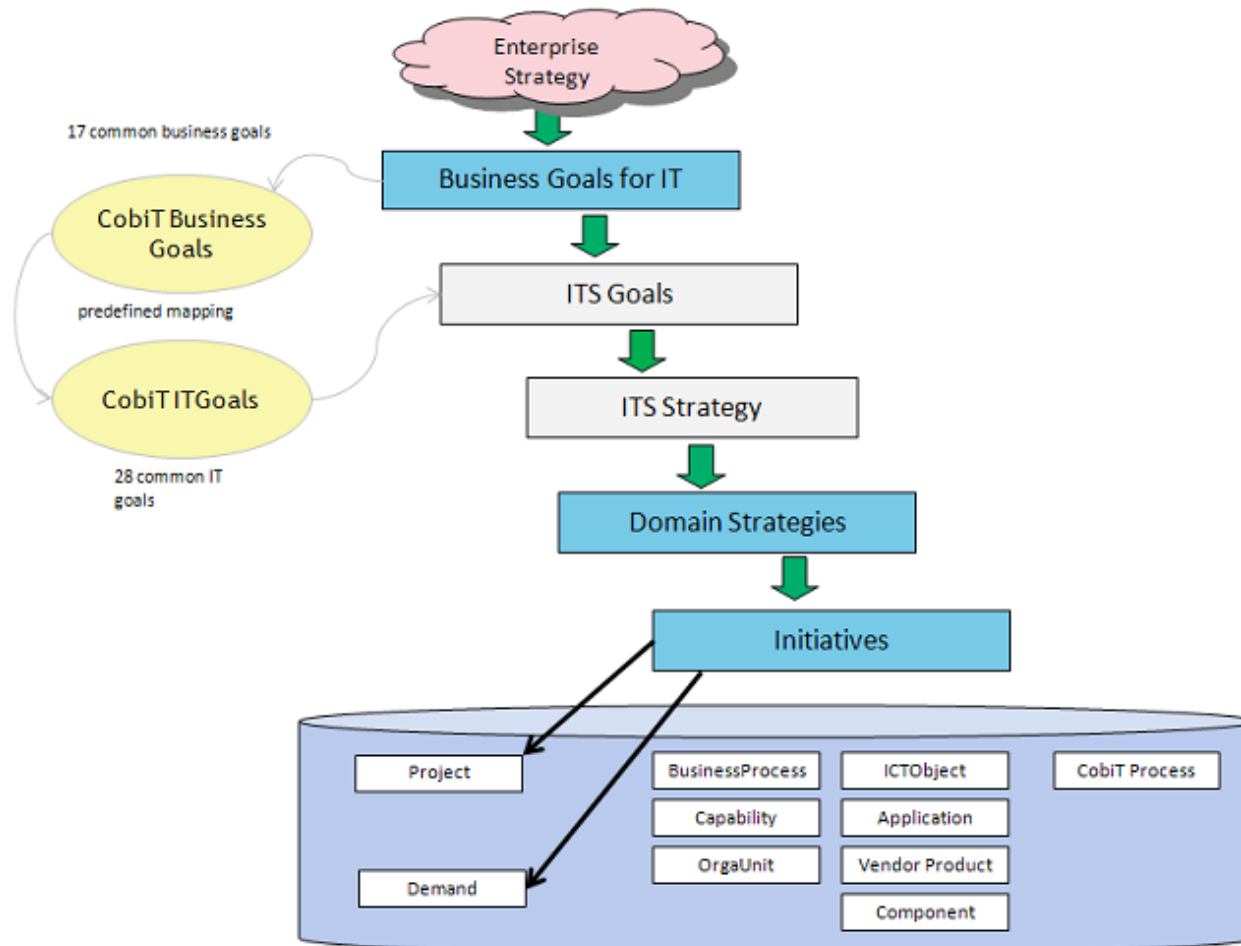
Report Objects



- Clarify CRM: Customer Relationship Management 12.5**
- Acquire Customer Data
 - Analyze & Manage Customer Risk
 - Analyze & Report on Customer
 - Build Customer Insight
 - Close Customer Problem Report
 - Cross/Up Selling
 - Develop Sales Proposal
 - Establish & Terminate Customer Relationship
 - Isolate Customer Problem

	Client	Presentation	Integration	Application	Data
Business	alfabet Client Application v.#	alfabet Web Server v.#		alfabet Application Server v.#	planningIT Database Server v.6.1
Infrastructure	.NET Framework v.3.5 SP1	Internet Information Server v.7.0		Windows Server v.2008 EE	SQL Server 2008 v.R2 Enterprise Ed
	Internet Explorer v.7.0	.NET Framework v.3.5 SP1			

Understand the Business Goals



Strategy Deduction Tree

planning IT®

Home Search Inventory Application Release Enterprise Value Portfolio Config

User GB Help

Strategy Network

- Telkom Strategy 2009 - 2013
 - Business Aligned IT Objectives
 - Key Impact Drivers
 - Telkom Counter Actions
 - Telkom Key Business Drivers
 - Telkom Mission
 - Telkom Strategy 1: Defend Profitable Revenue**
 - Build customer retention through the customer-centricity roadmap
 - Building customer loyalty by providing superior value propositions
 - Ensure IT services are available when required
 - ITS Strategy 2011 - 2013**
 - Fulfillment Strategy**
 - Establish Service Provisioning and Activation with Associated Number
 - Bundling call minutes with access line rental in an attractive subscription-based service
 - Constantly innovate products and services
 - Convert more than 55% of subscribers to annuity based calling plans
 - Enhance calling plans and bundles
 - Implement a differentiation strategy that aligns Telkom's core competencies
 - Increase annuity revenue as a percentage of total fixedline operating revenue to 50%
 - Maintain fixed line net revenue at levels between R25 billion and R27 billion
 - Rebalance data, long distance, unit calls and line rental tariffs within bundled packages
 - Retain in excess of 90% fixed line market share
 - Use pricing strategy to improve competitiveness in areas where competition is intense
 - Telkom Strategy 2: Grow Profitable Revenue - Fixed Mobile Capability
 - Telkom Strategy 3: Grow Profitable Revenue - Broadband and Converged Services
 - Telkom Strategy 4: Grow Profitable Revenue - Geographic Reach
 - Telkom Vision

Aspect: VMND-53 Telkom Strategy 1: Defend Profitable Revenue

Value Node Profile

Name	Telkom Strategy 1: Defend Profitable Revenue	Auth User	Fivaz Belinda
Value		Resp Orga	
State	Active		

Affected Architecture

Architecture Element

- SAP AM: Asset Lifecycle Management v.6.0
- SAP MIC: Management of Internal Controls v.#

Value Node Structure Report

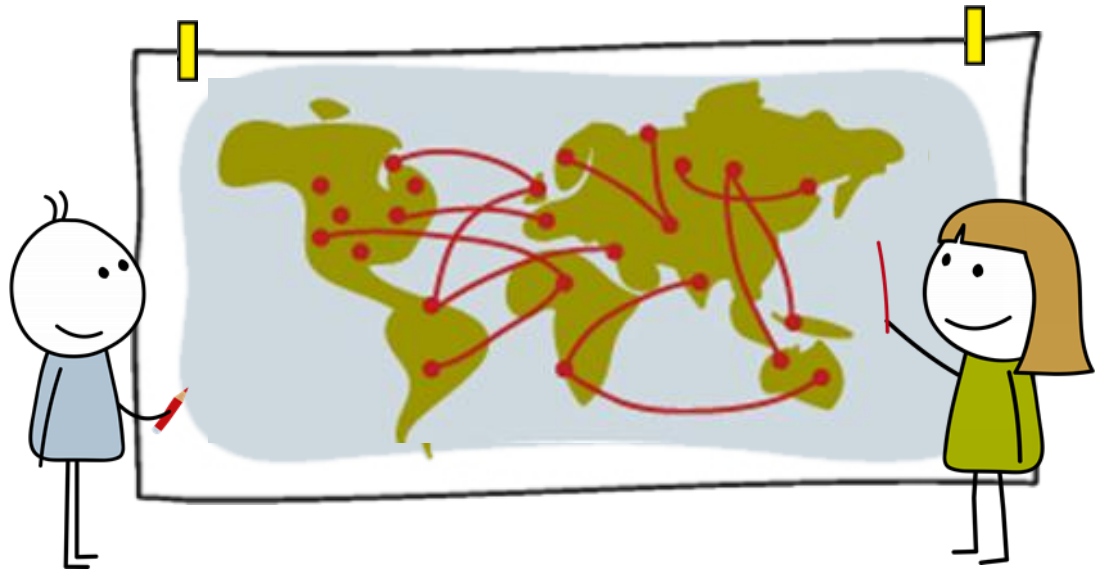
- Build customer retention through the customer-centricity roadmap
 - 4. Improve customer orientation and service
 - 5. Offer competitive products and services
 - 6. Establish service continuity and availability
 - 7. Create agility in responding to changing business requirements
- Building customer loyalty by providing superior value propositions
 - Ensure IT services are available when required

Server: PlanningIT_Dev-Remote User: Fivaz Profile: Power User (Finance) Server local time: 14/04/2011 11:21:05

Time to Re-Focus

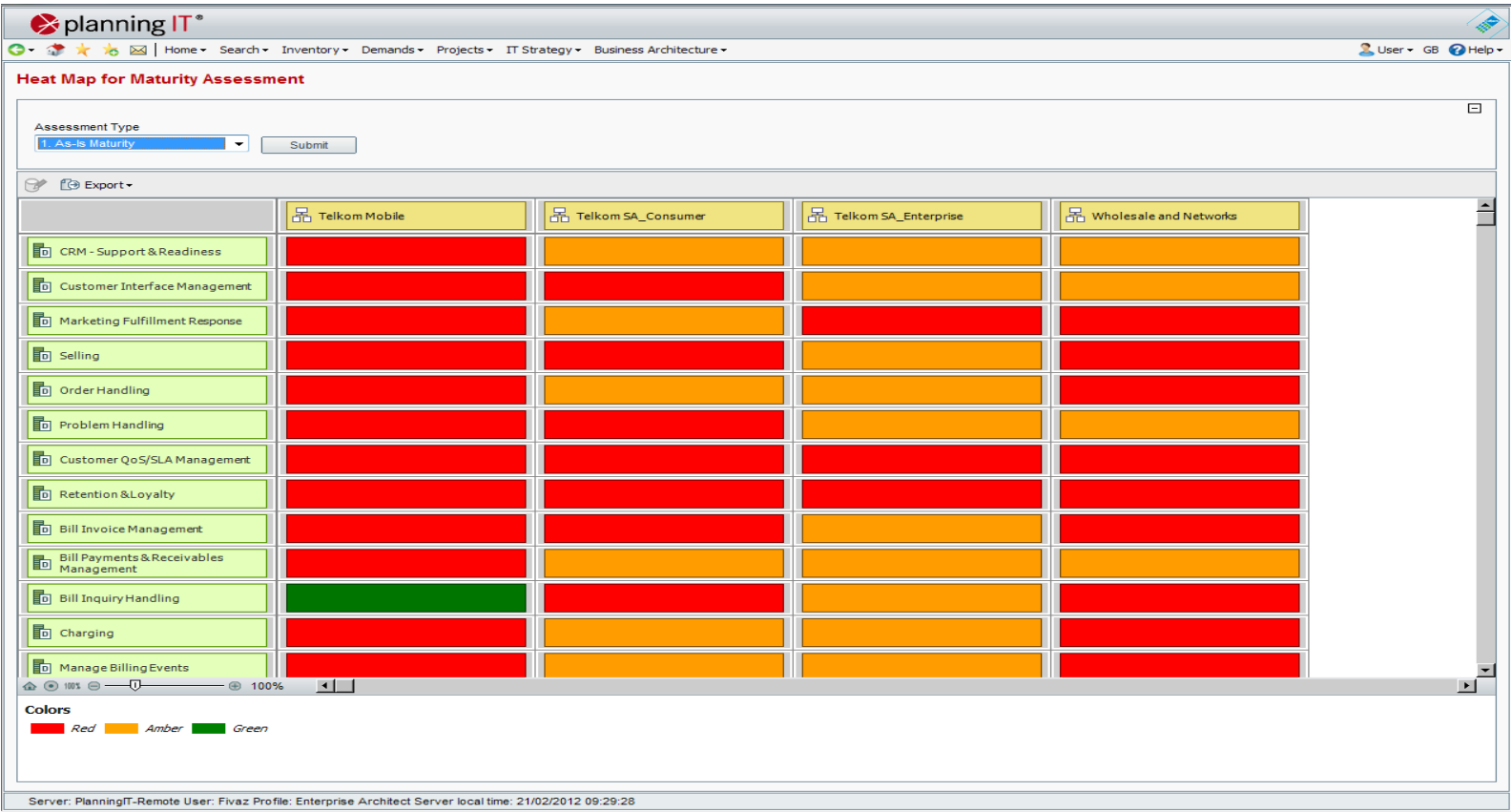
Focus, focus, focus.....

- >NGN program
- >Focus on selected applications
- > Partnerships



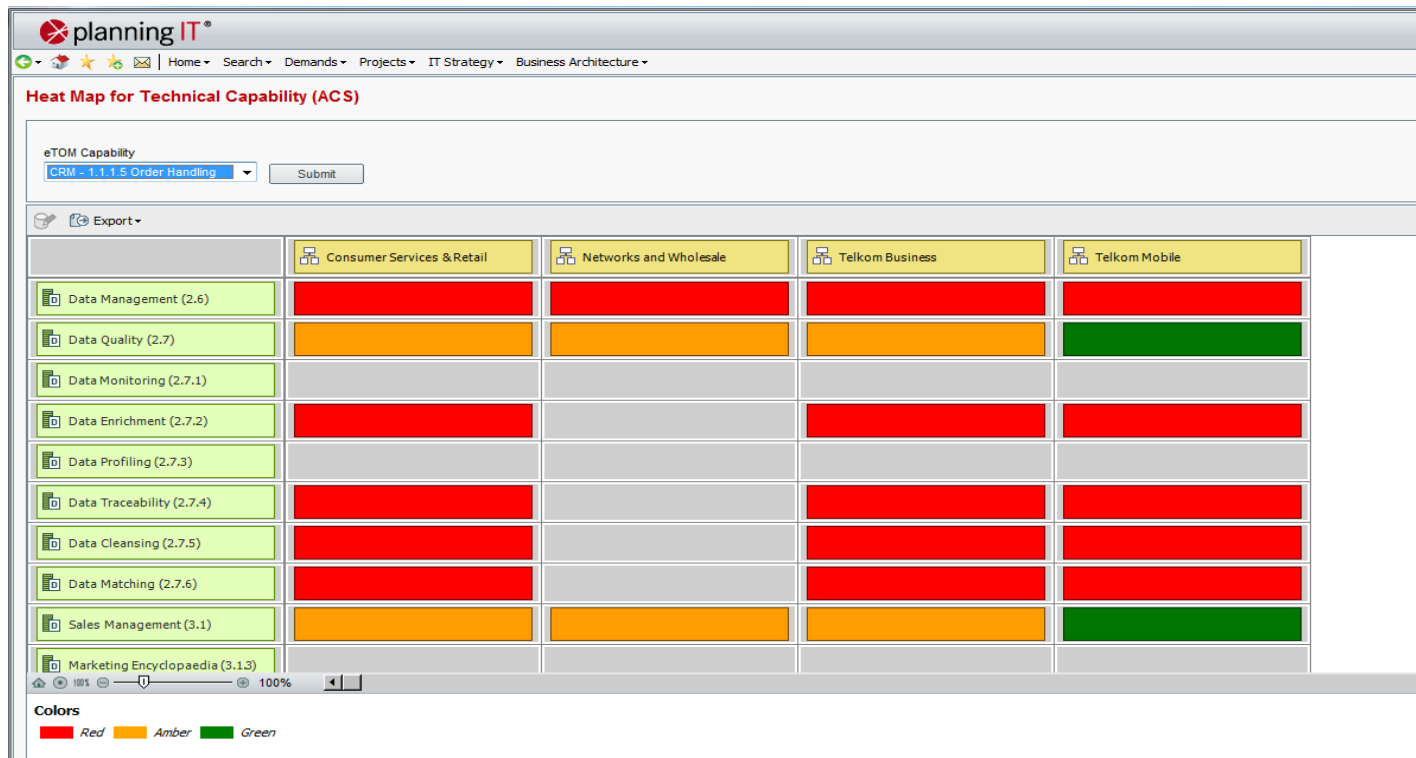
Some Refocusing: Talking Business

Business Capability Heatmaps.....



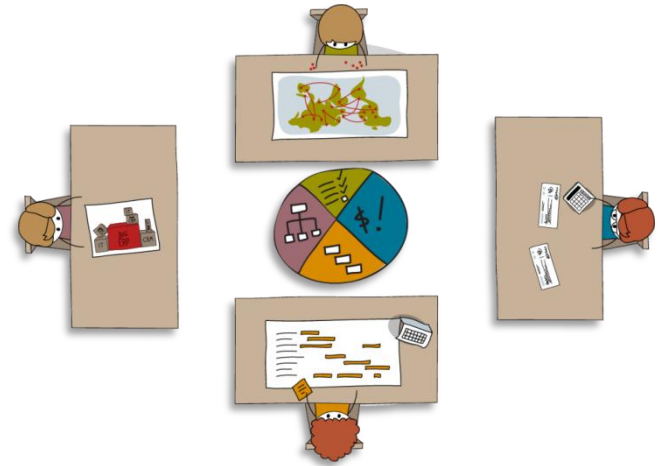
Some Refocusing: Mastering Complexity

System functionality.....



More Refocusing: All Do Some

- > Participation of all stakeholders
- > CR Assessment wizard
- > Blue print wizard



Project Wizard -- Web Page Dialog

Step 1 of 15: Basic Data
Define name, version, start/end date and other basic information for the project.

Properties Authorized Access

ID: TR4-118
Name: 3. Service Fulfillment Solution (SFS) & Enterprise N...
Status: New
Planned Start Date: 03/03/2009
Planned End Date: 31/03/2014
Primary ICT Object: Oracle Communications Service Fulfillment Suite # Application
Description: "SFS" is mainly an initiative to introduce key application capabilities to...
Project Number: SASP_MP_00001_00000

Go to step: 1 Basic Data

Project Wizard -- Webpage Dialog

Step 10 of 15: Architecture Elements
Please enter the elements of the architecture which will be affected by the project. Define the as-is Business Architecture, Information Systems Architectures and Technology Architecture.

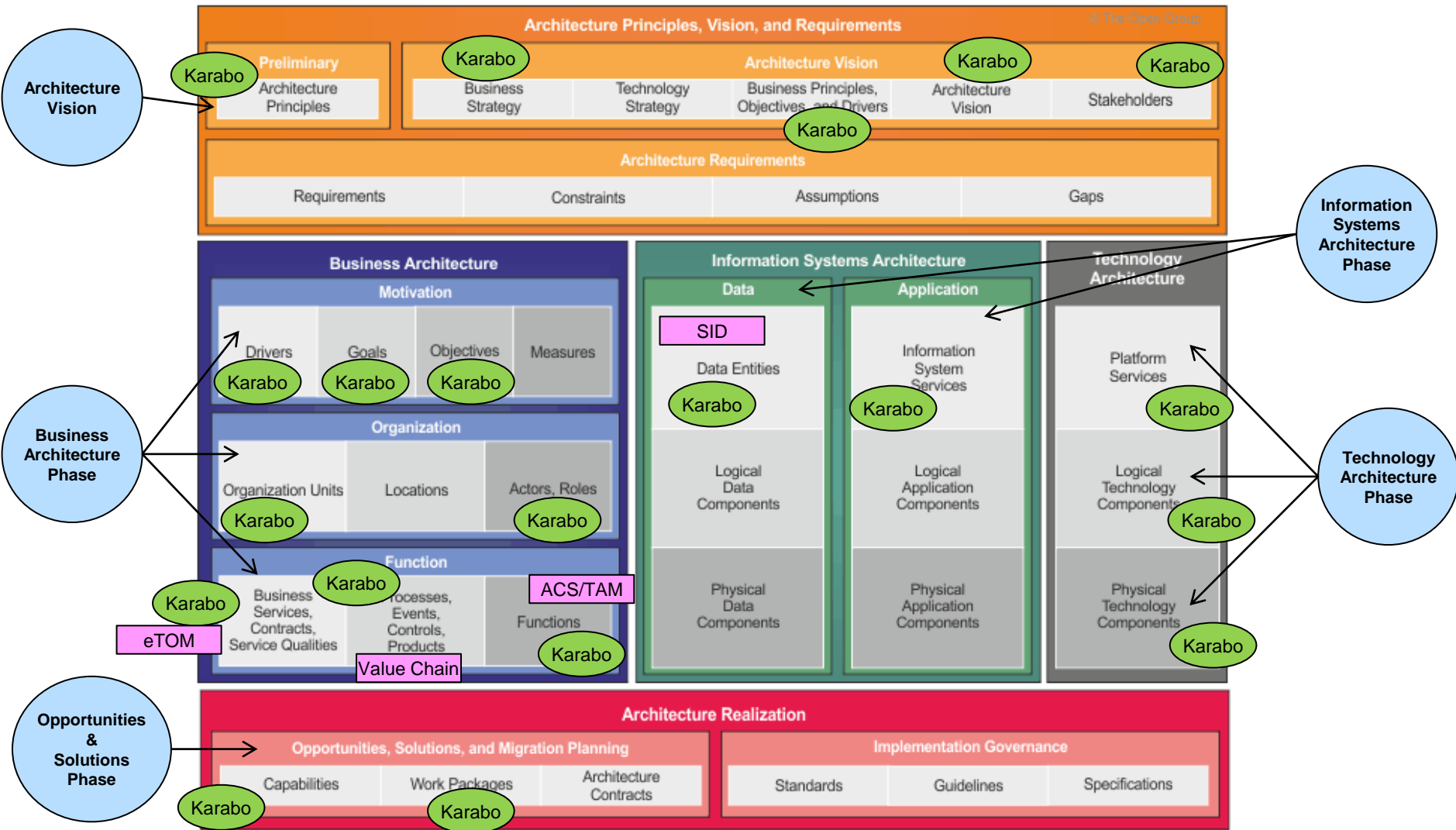
New | Edit | Export

Name	ID	Comments
Site #	APP-173	

Go to step: 10 Architecture Elements

< BACK NEXT > EXIT

Enterprise Repository - Karabo



Lessons Learned

Start with the borders of the puzzle....

Strategise upfront....

Data & process.....

Relationships, abilities and change realisation.....

Team work & partnership....

Communication.....

Transformation is a continuous journey....



Thank you!



alfabet

accenture