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Conference closing remarks

John Gøtze and Rune Brodersen

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Yes, slides will be shared

Stay tuned for an email

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Communicate, communicate and communicate

And collaborate

The ecosystem

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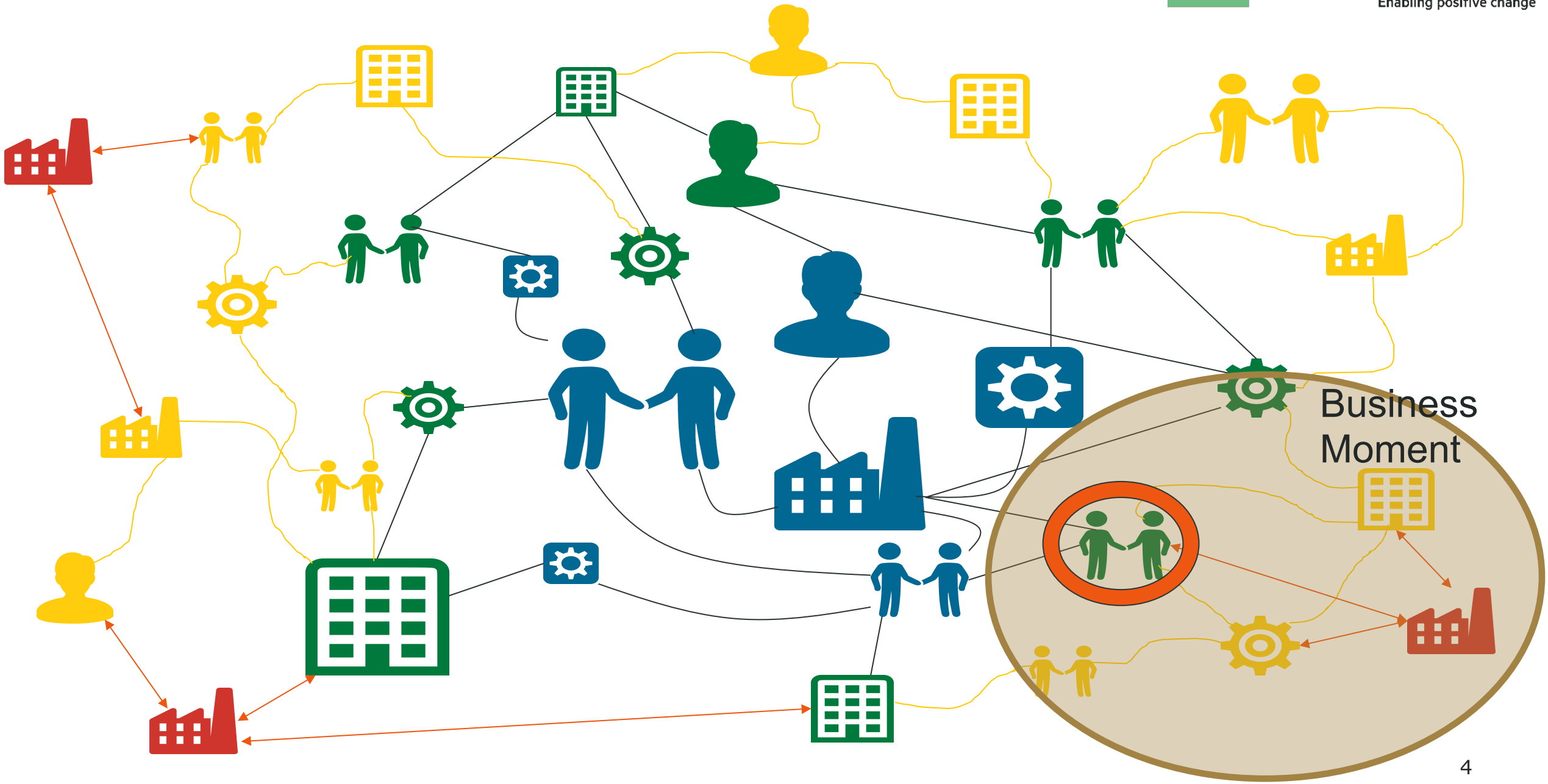
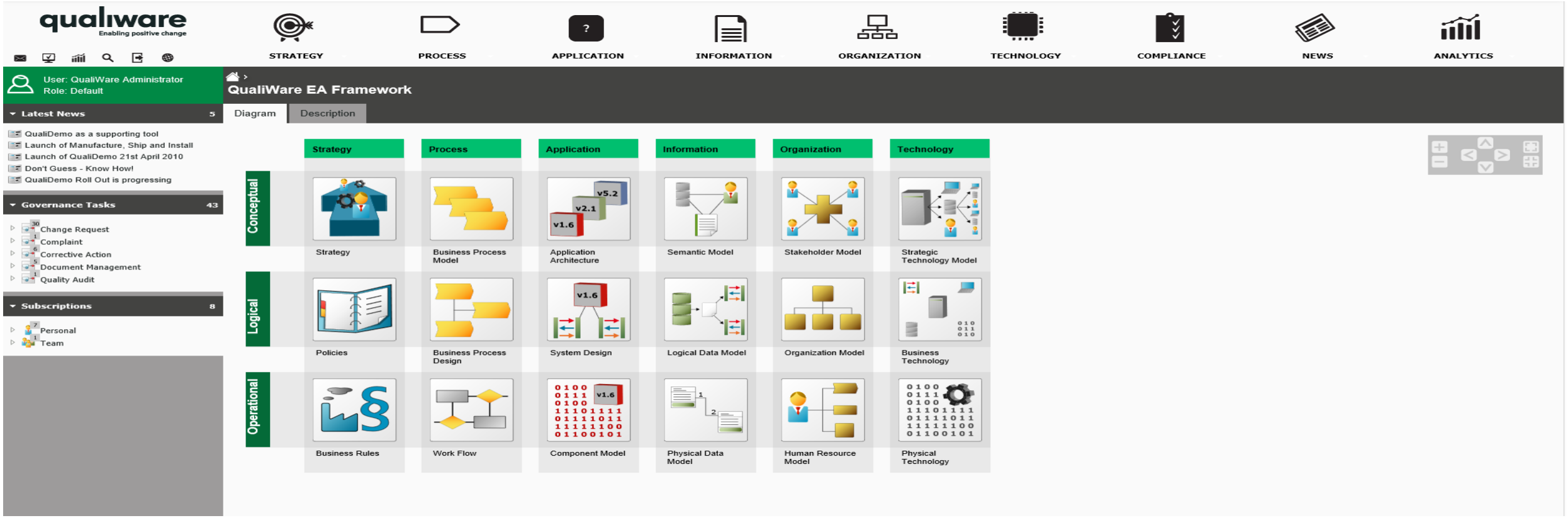
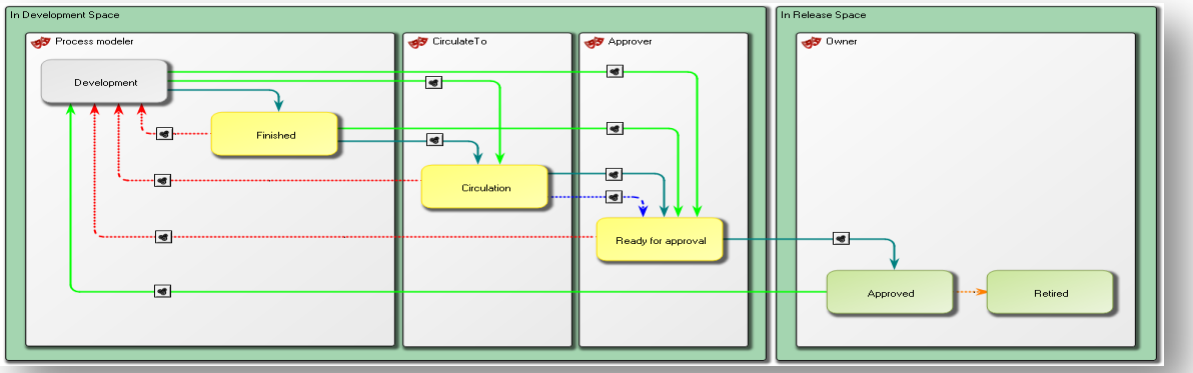


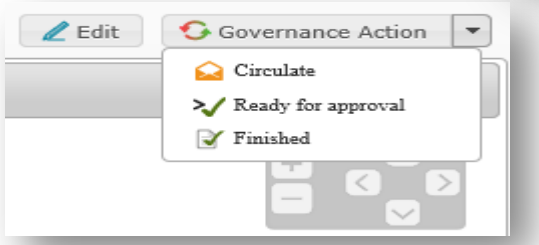
Collaboration, involvement



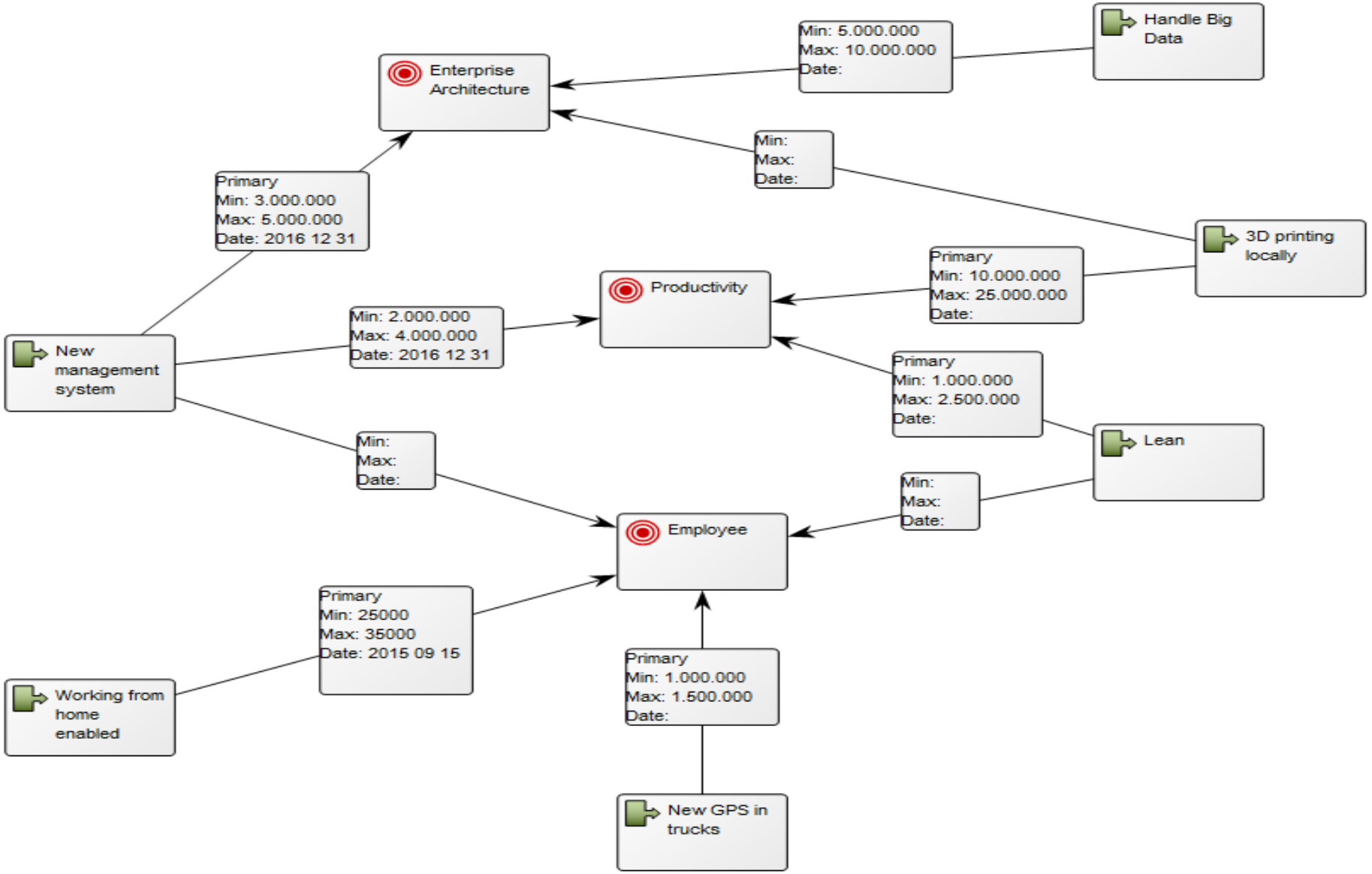
Consistency

- Governance workflows
  - Ownership
  - Approvals
  - Escalations, SLA, quality control
  - Role-based user interface

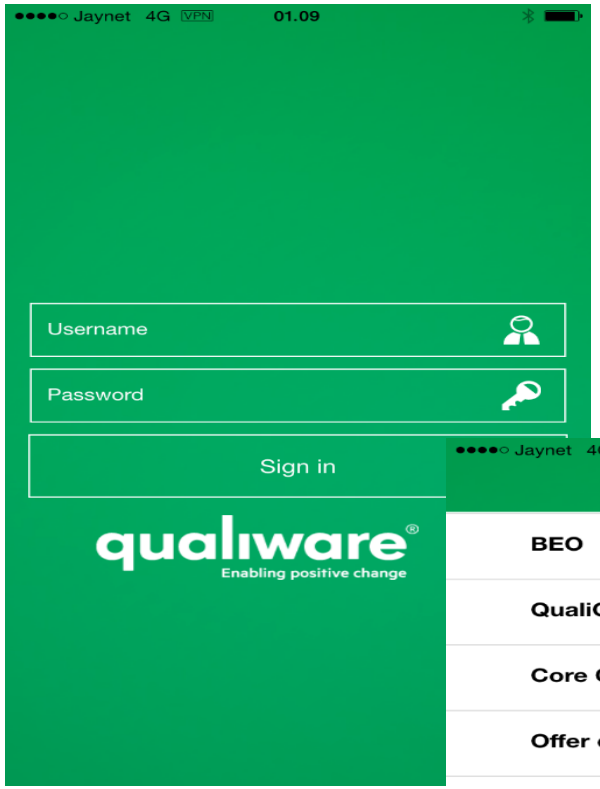




Enterprise Investment



App


Jaynet 4G VPN 01.09
Username
Password
Sign in
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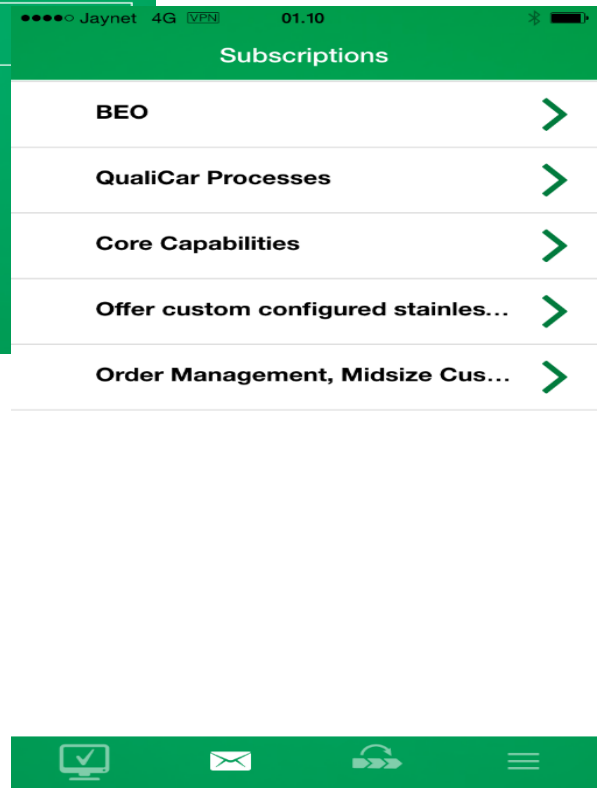
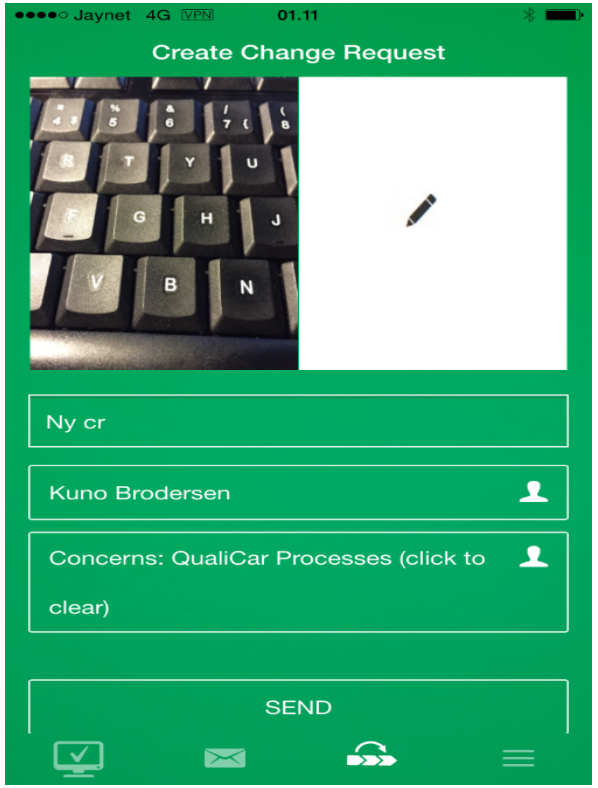
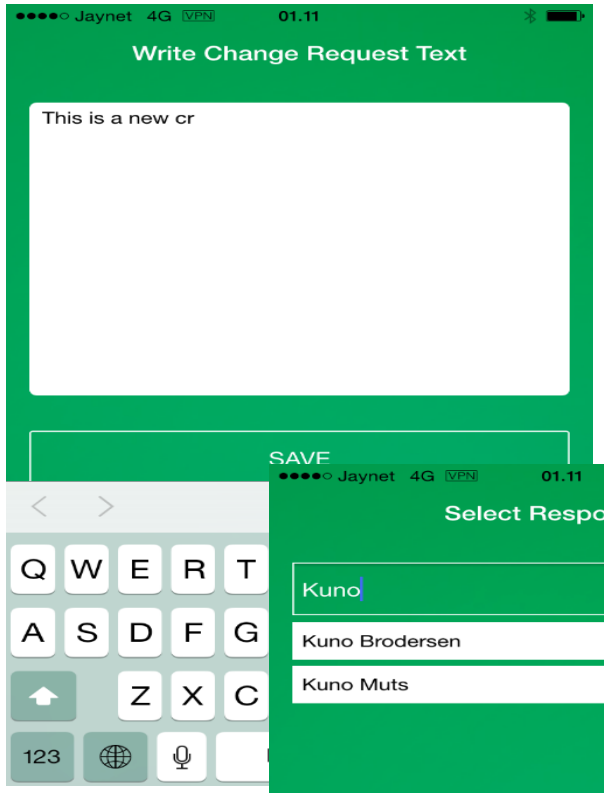
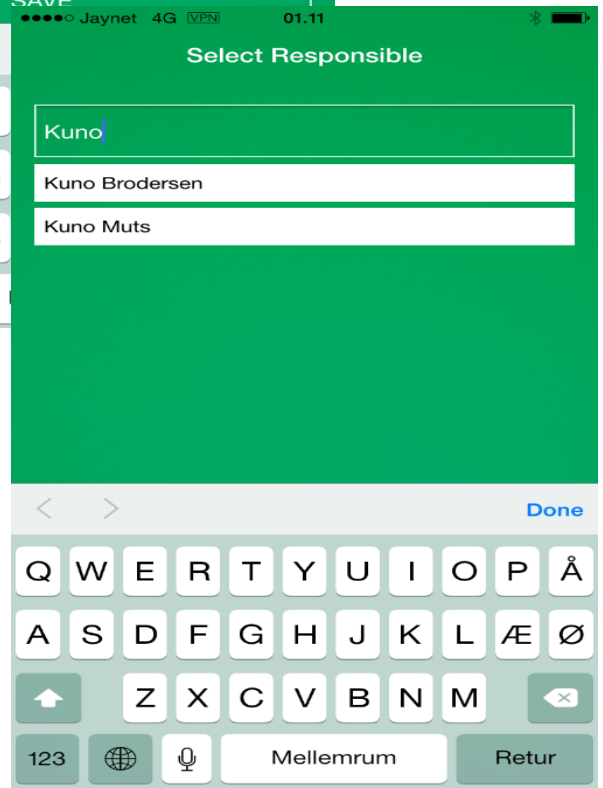
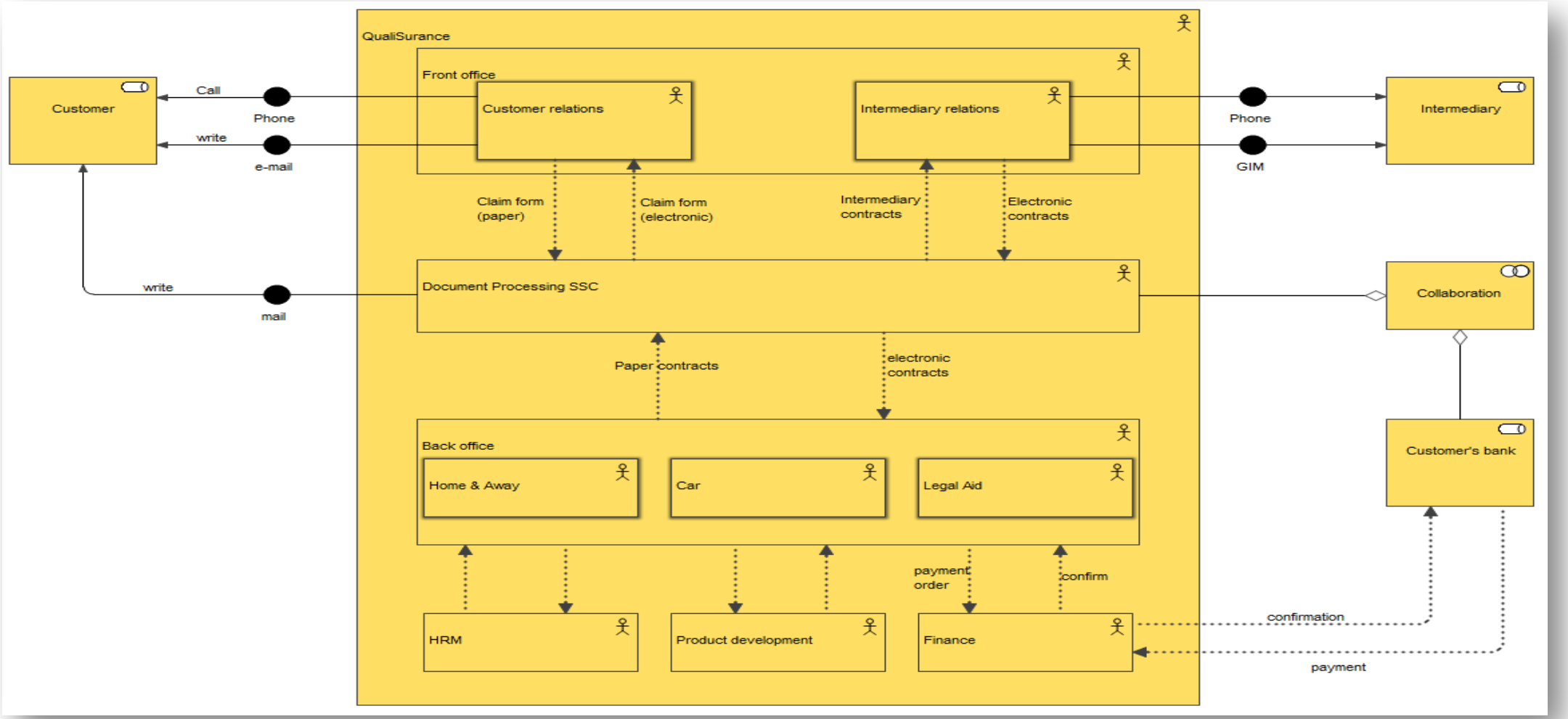

Jaynet 4G VPN 01.10
Subscriptions
BEO
QualiCar Processes
Core Capabilities
Offer custom configured stainles...
Order Management, Midsize Cus...


Jaynet 4G VPN 01.11
Create Change Request
Ny cr
Kuno Brodersen
Concerns: QualiCar Processes (click to clear)
SEND

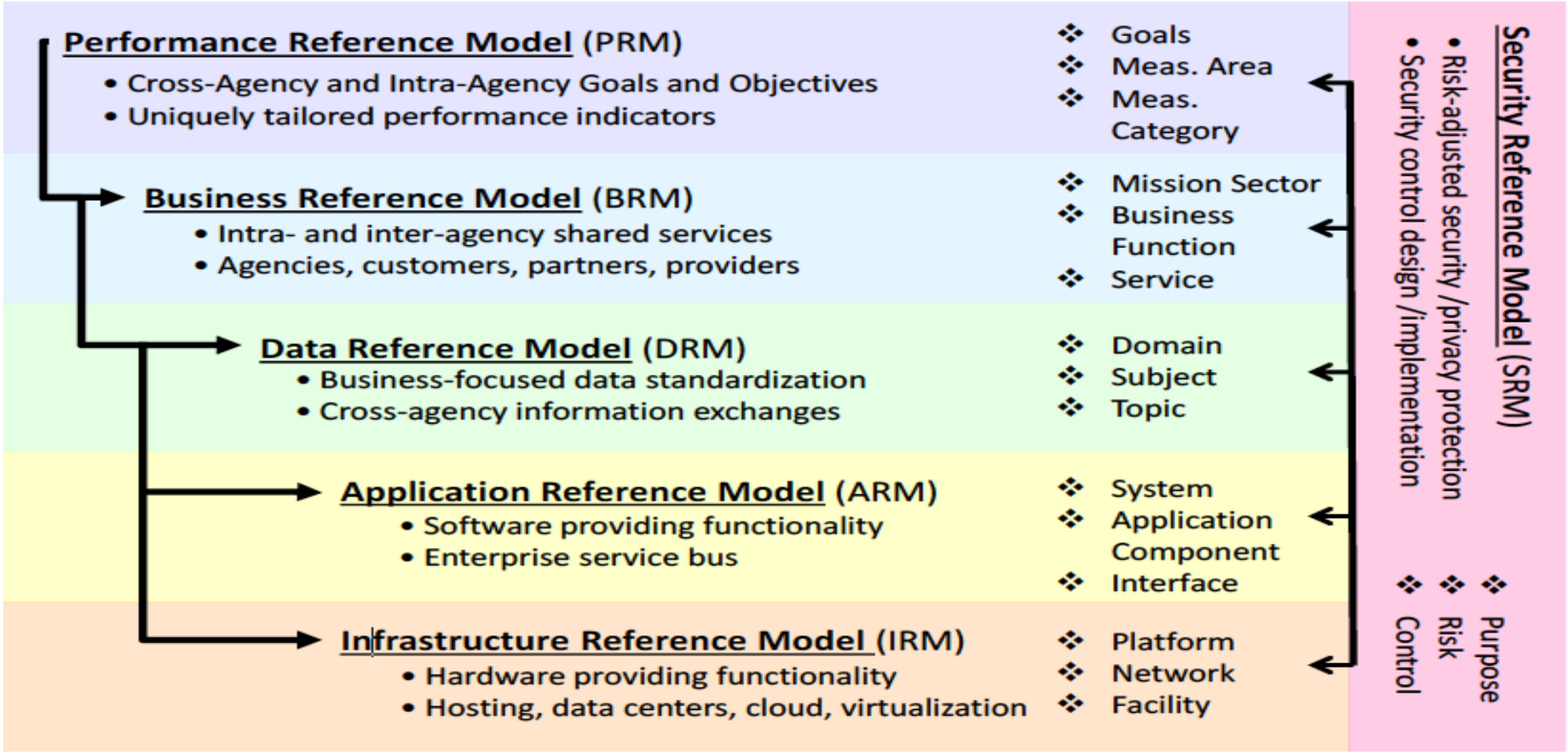

Jaynet 4G VPN 01.11
Write Change Request Text
This is a new cr
SAVE


Jaynet 4G VPN 01.11
Select Responsible
Kuno
Kuno Brodersen
Kuno Muts
Done
Mellemrum
Retur

Archimate


QualiSurance
Front office
Customer relations
Intermediary relations
Customer
Call
Phone
write
e-mail
Phone
GIM
Intermediary
Claim form (paper)
Claim form (electronic)
Intermediary contracts
Electronic contracts
write
mail
Document Processing SSC
Collaboration
Paper contracts
electronic contracts
Back office
Home & Away
Car
Legal Aid
Customer's bank
payment order
confirm
HRM
Product development
Finance
confirmation
payment

US Consolidated Reference Model (CRM)



Drivers for Change
”Reacting to market dynamics”

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EA Identity?

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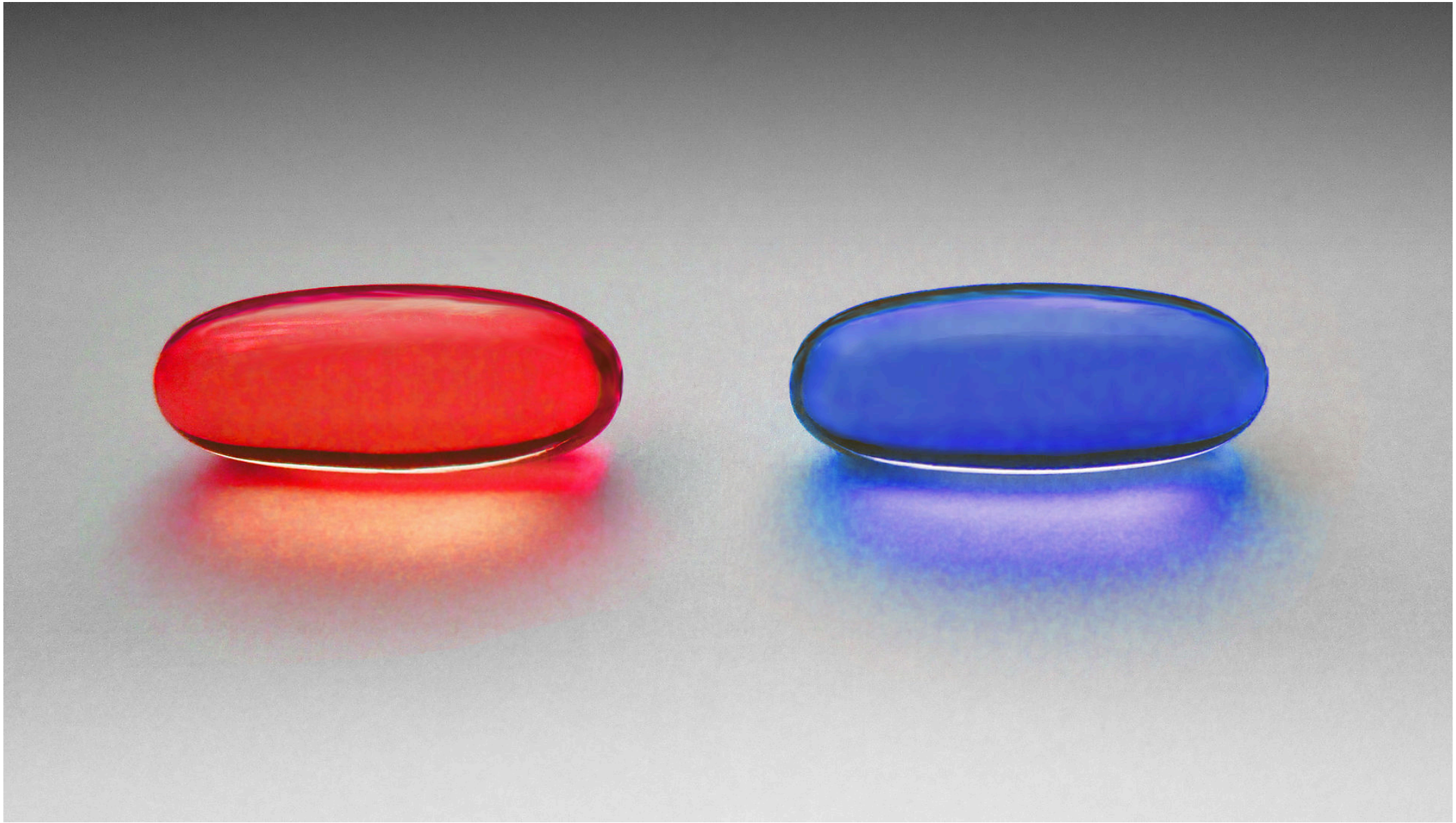
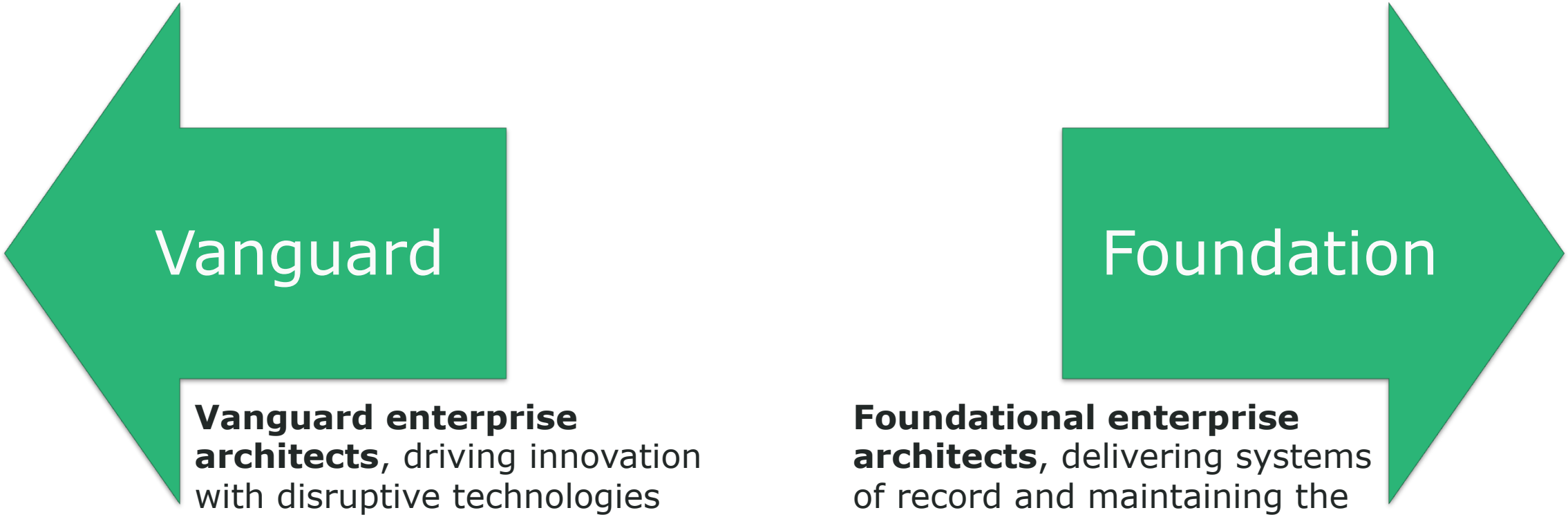


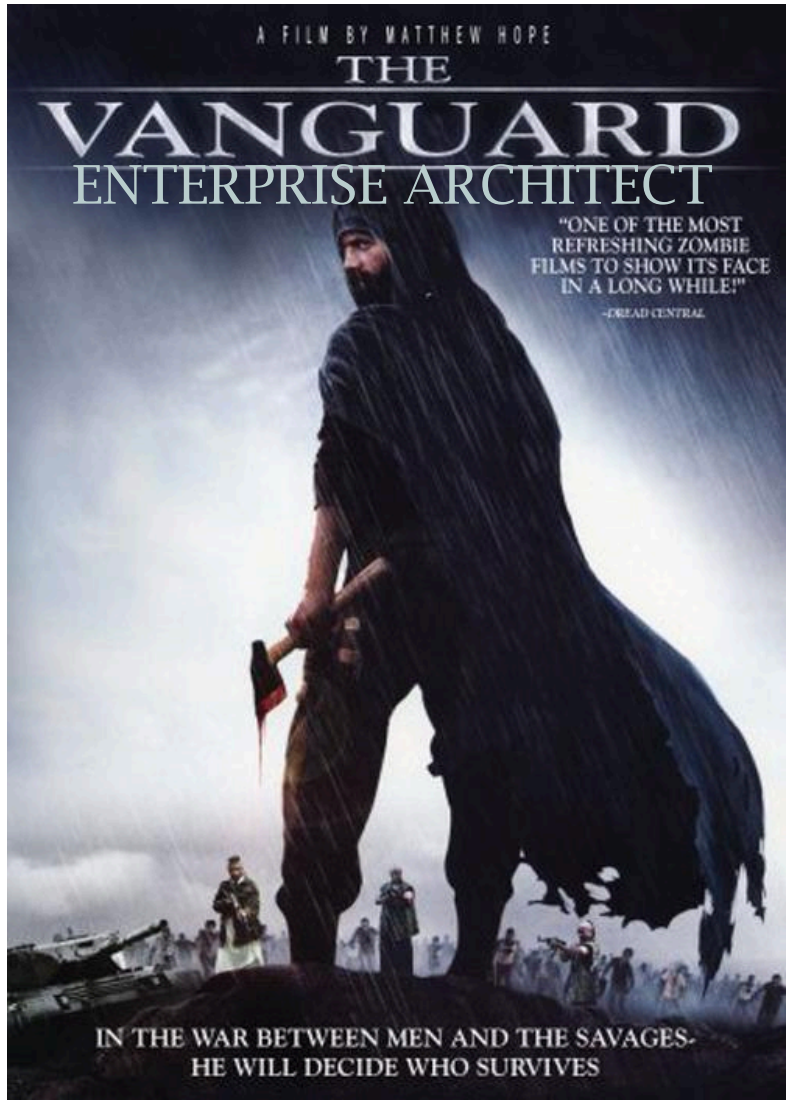
Gartner: Bimodality



Vanguard enterprise architects, driving innovation with disruptive technologies

Foundational enterprise architects, delivering systems of record and maintaining the (primarily technology) estate

Vanguard?



Supporting cast:

- ”Technical Debt Collectors”
- ”The Pace-Layerer”
- ”The Mad Data Scientist”
- ”The Ruthless Digitalizer”
- And other superheroes

Gartner Recommendations

Enterprise architects:

- Target mission areas to lead innovation, improve interoperability and enable digital government.
- Don't "sell" EA. Use EA processes to generate analysis that drives decisions, and keep the focus on the issues.
- Use diagnostic and actionable deliverables to resolve disconnects across policy, strategy and operational priorities.
- Proactively manage stakeholder concerns to ensure EA recommendations will be acted on.

Cathleen Blanton: ”Interview With Dr. John Gøtze: Outcome-Driven Public-Sector EA in Europe”
https://www.gartner.com/doc/3041917

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See You Next Year!

Or at our conferences in Sweden, Norway and North America