

QualiWare Lifecycle Manager

Starter course

Agenda

- Introduction: agenda, course objectives, presentation
- Overview – About QualiWare
- Set-up and navigation
- How to draw diagrams
- How to describe diagrams and symbols
- How to link across diagrams
- External documents
- Analyzing and exploring the repository
- How to describe the organization
- Information technology
- Matrices
- Change management
- How to describe the strategy



Breaks and Lunch

- 10:00 Break
- 12:00 Lunch
- 14:30 Coffee/Cake Break
- 17:00 End of day



Presentation

- Who am I?
- What do I work with?
- My expectations of the course are...



Course objectives

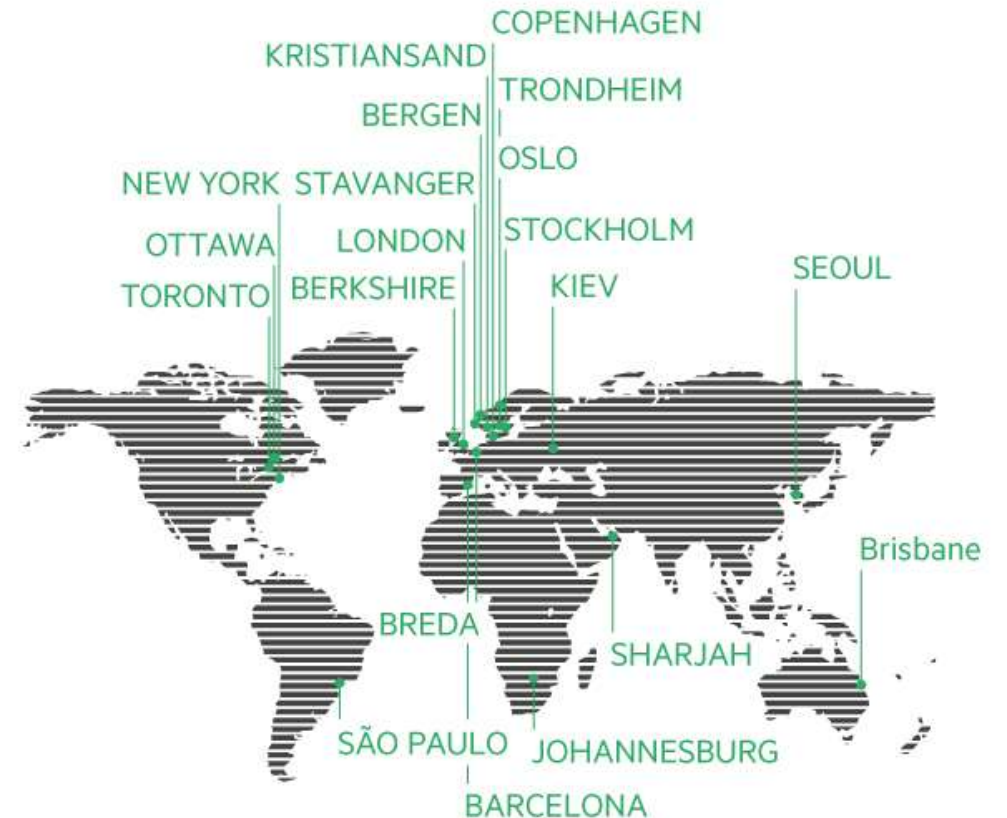
- To learn the basic functionality in the tool QualiWare Lifecycle Manager:
 - Draw and edit diagrams
 - Describe models and model objects
 - Reuse and create links between models and model objects
 - Work with text descriptions and matrices
- To learn how to use the tool for:
 - Process modeling
 - Workflows
 - Organization diagrams
 - Goal models
- To obtain knowledge about:
 - Version handling



Overview – About QualiWare

About QualiWare

- Founded in Denmark 1991
- Global consulting services and enterprise modeling software provider
- Offices in Denmark, Brazil, Norway, Sweden, Ukraine, South Africa and US with 120 employees
- Distributors in France, Spain, UK and South Korea



How can we help?



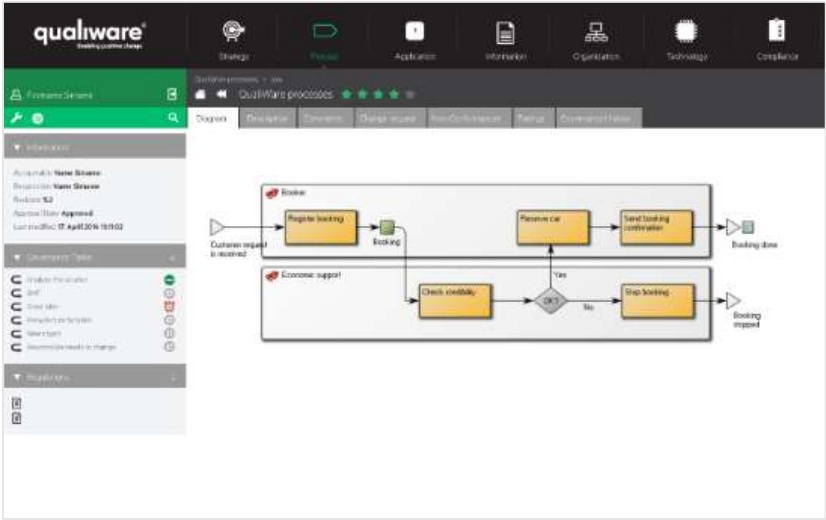
	STRATEGY	PROCESS	APPLICATION	INFORMATION	ORGANIZATION	TECHNOLOGY
CONCEPTUAL	Strategy 	Business Process Model 	Application Architecture 	Semantic Model 	Stakeholder Model 	Strategic Technology Model
LOGICAL	Policies 	Business Process Design 	System Design 	Logical Data Model 	Organization Model 	Business Technology
OPERATIONAL	Business Rules 	Work Flow 	Component Model 	Physical Data Model 	Human Resource Model 	Physical Technology



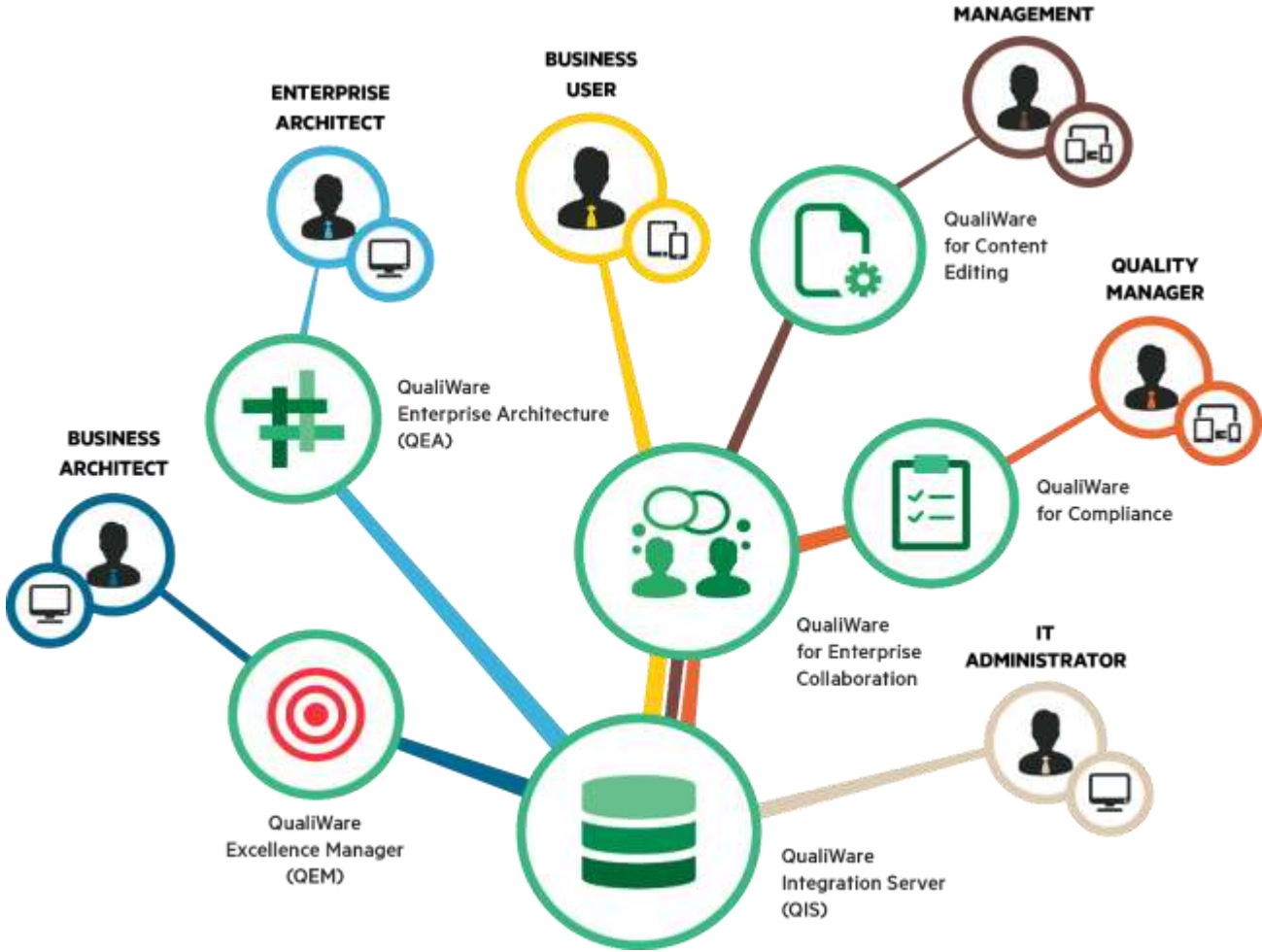
Coherency



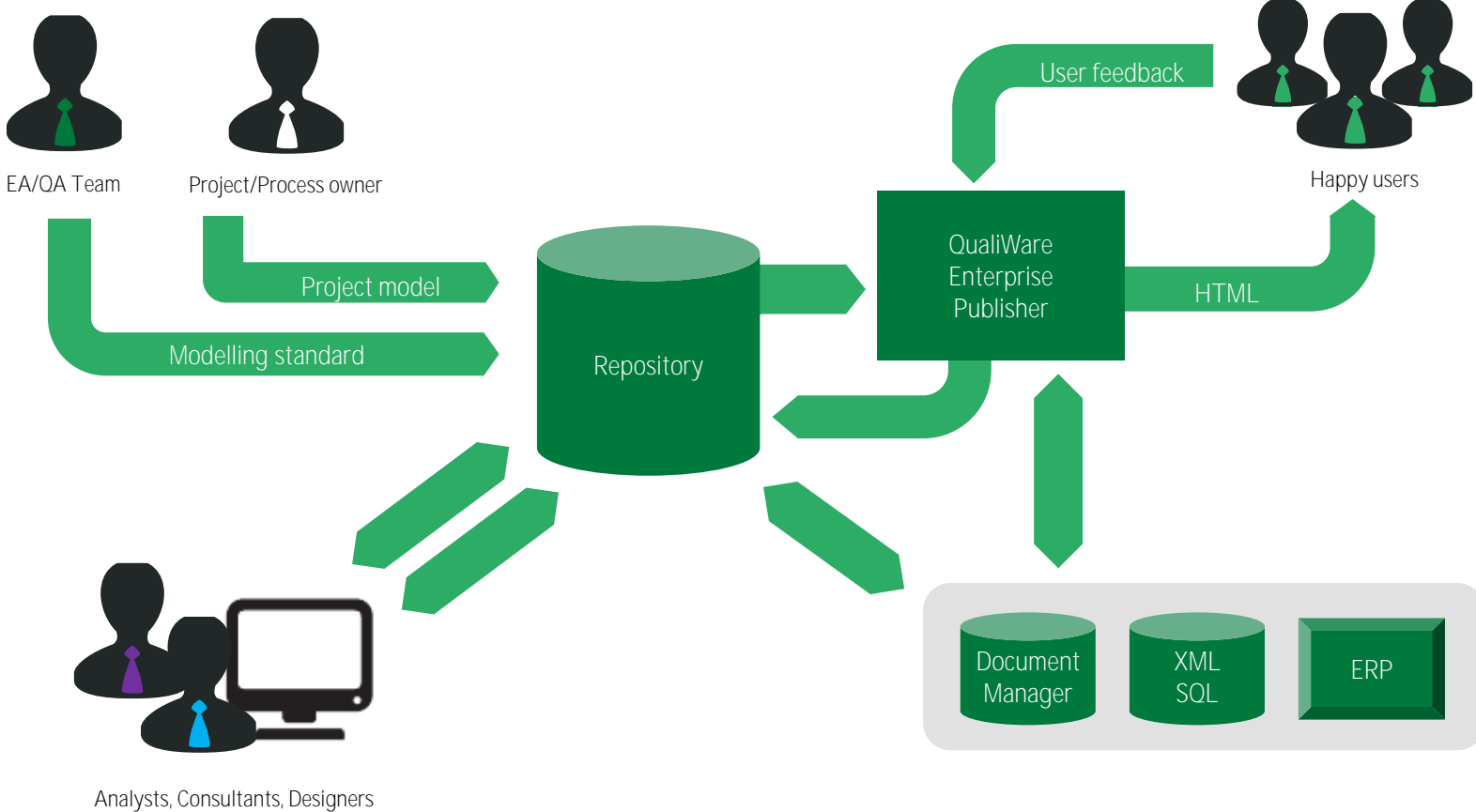
Consistency ↔ Consensus



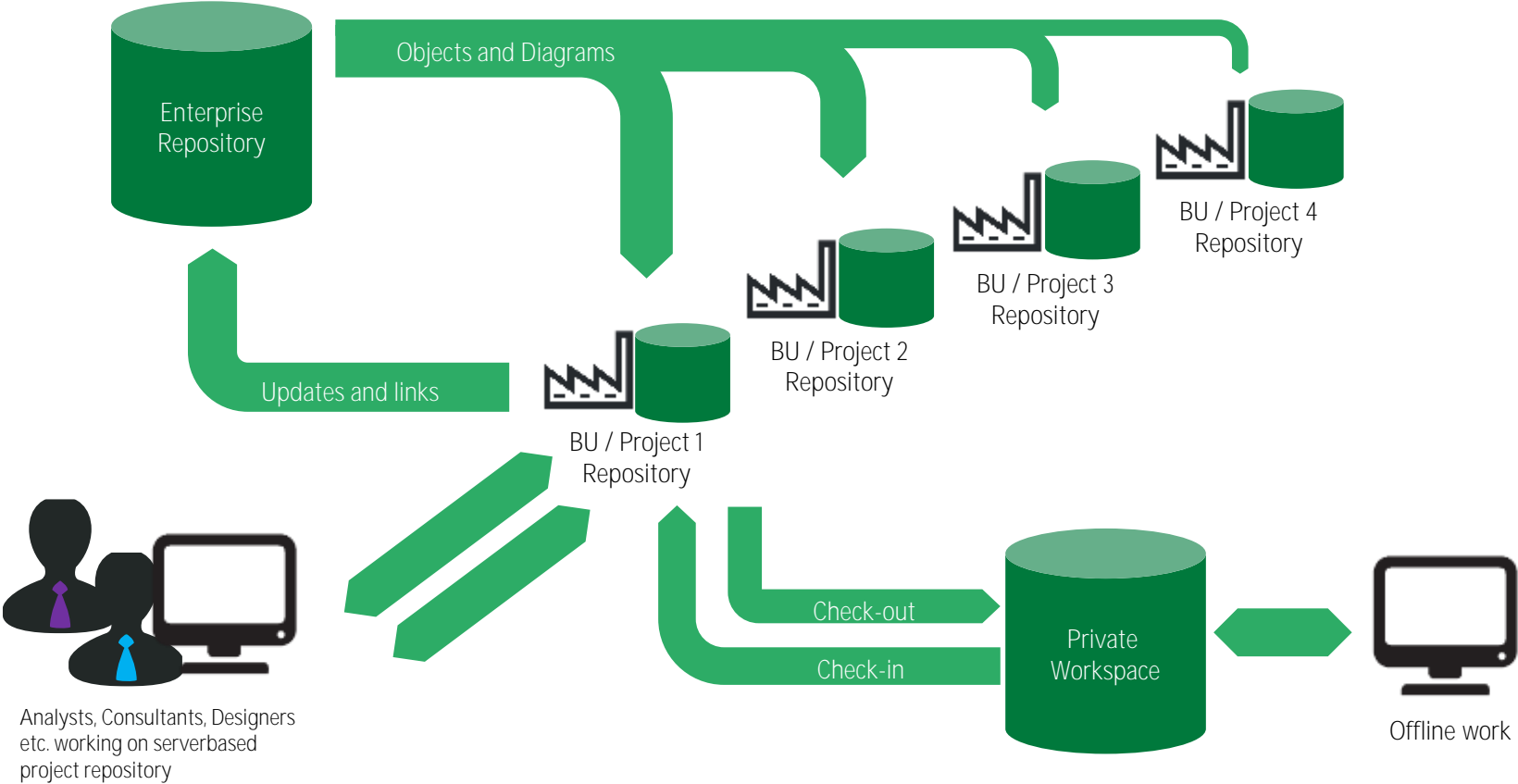
Product structure



Typical scenario



Corporate repository architecture

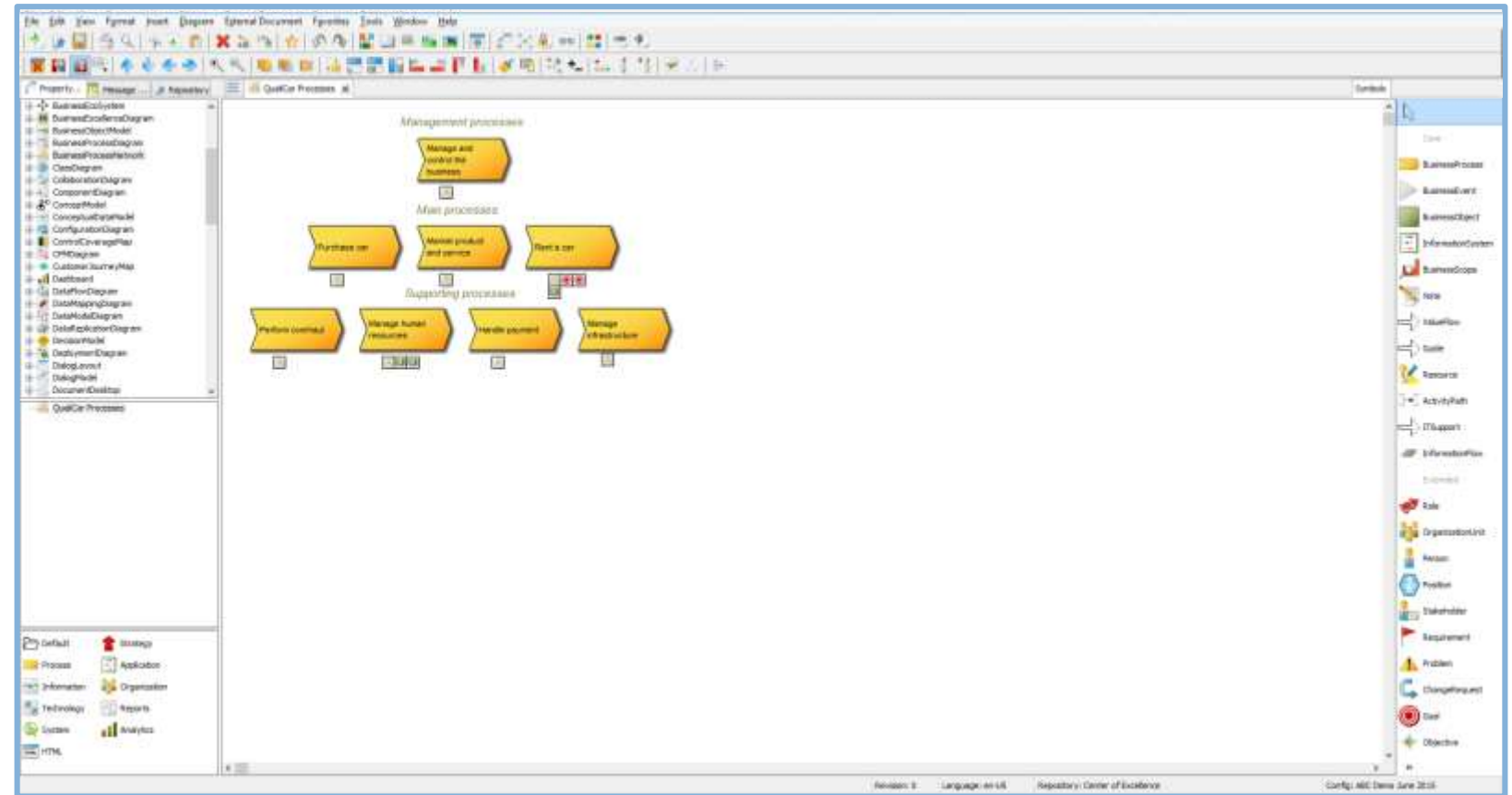


QLM user interface

- The users (modelers, process owners, system architects etc.) describe the business with a set of diagram templates e.g. process models, workflows, organization and strategy models



QualiWare Lifecycle Manager

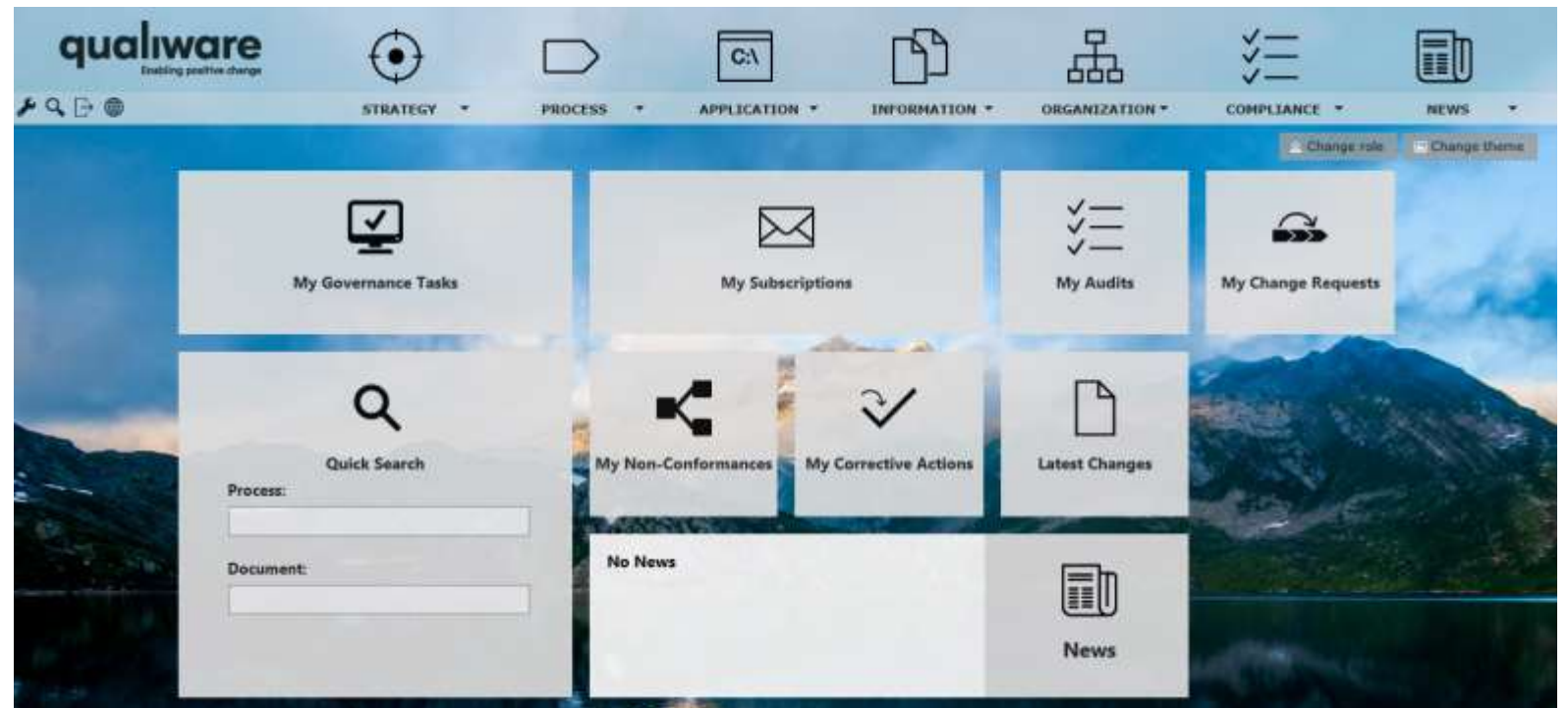


Web interface








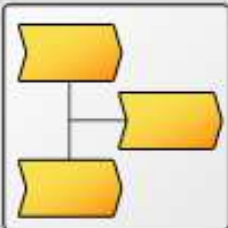
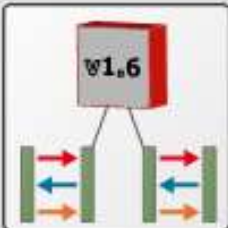
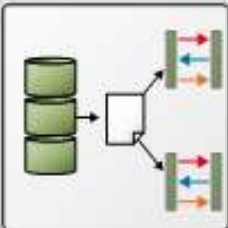
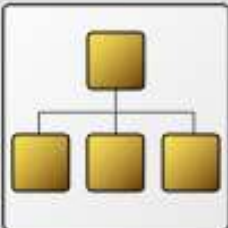


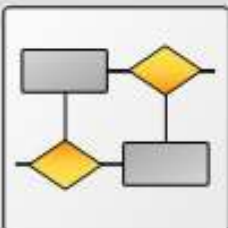

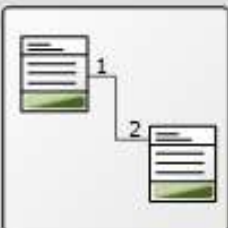
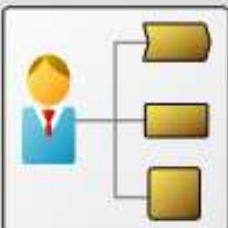

- The models are published on the intranet and made available for the employees in the organization
- The web pages can be designed according to the preferred style guide



Web browser



Enterprise Architecture Framework

	Strategy	Process	Application	Information	Organization	Technology
Conceptual	 <p>Strategy</p>	 <p>Business Process Model</p>	 <p>Application Architecture</p>	 <p>Semantic Model</p>	 <p>Stakeholder Model</p>	 <p>Strategic Technology Model</p>
Logical	 <p>Policies</p>	 <p>Business Process Design</p>	 <p>System Design</p>	 <p>Logical Data Model</p>	 <p>Organization Model</p>	 <p>Business Technology</p>
Operational	 <p>Business Rules</p>	 <p>Work Flow</p>	 <p>Component Model</p>	 <p>Physical Data Model</p>	 <p>Human Resource Model</p>	 <p>Physical Technology</p>

Strategy

Strategy



Strategy

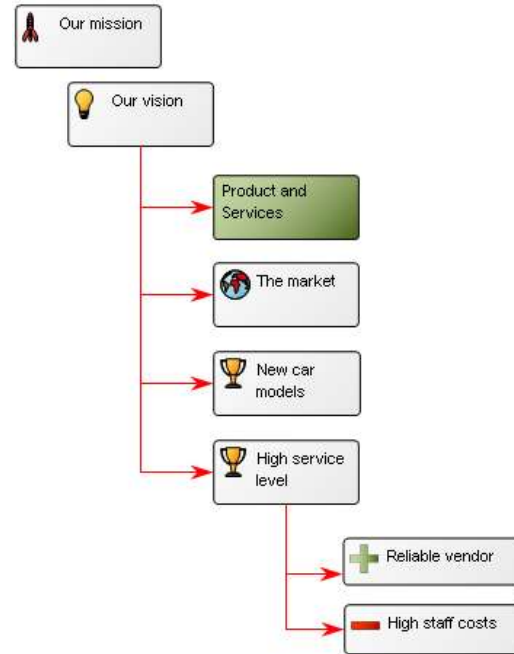


Policies

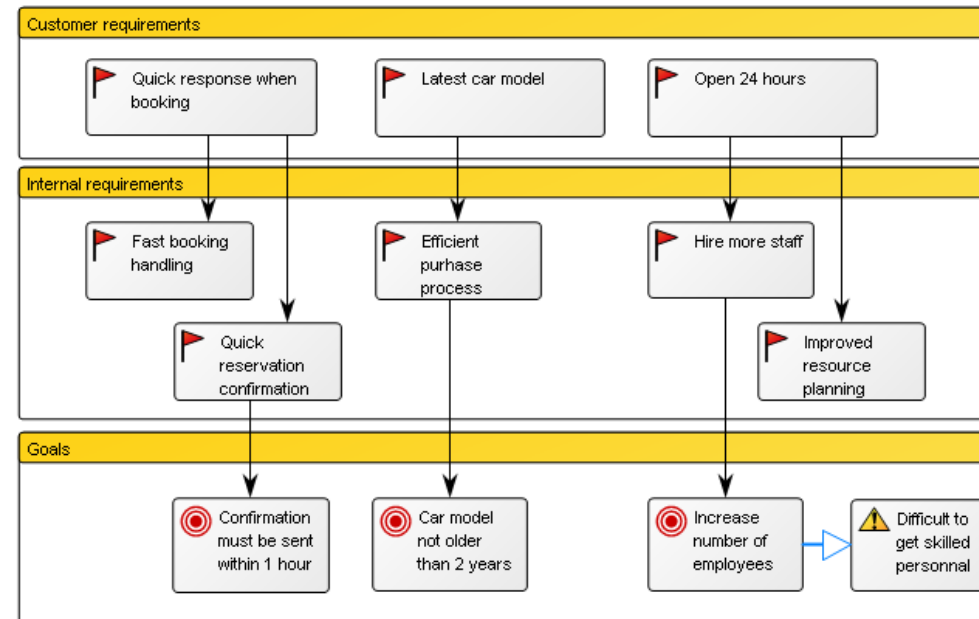


Business Rules

Vision, competitive advantages, SWOT analysis



External, internal requirements



Strategy

Strategy



Strategy

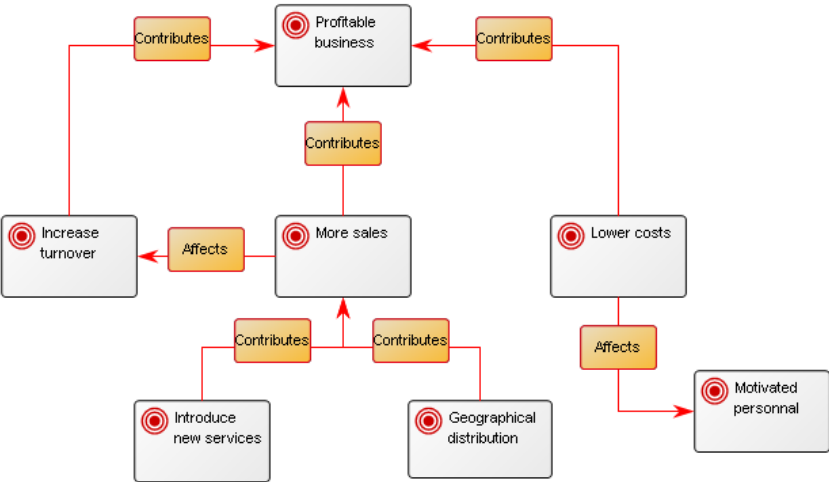


Policies

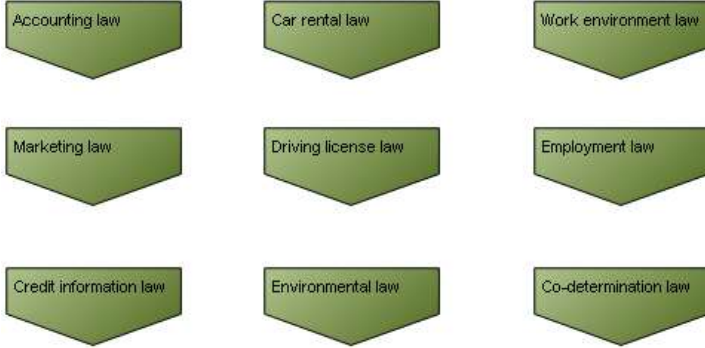


Business Rules

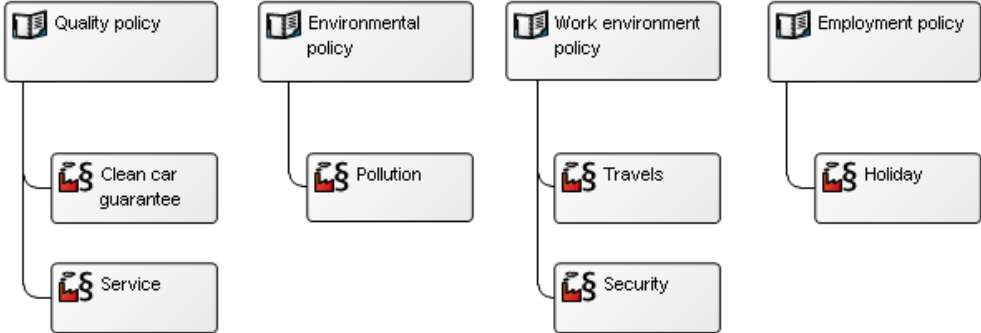
Goals



Laws and regulations



Policies and business rules




Process

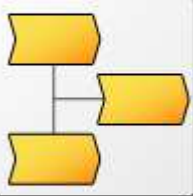
Core processes break down
to sub processes...

...and are visualized by
workflow diagrams

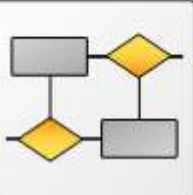
Process



Business Process Model



Business Process Design




Work Flow

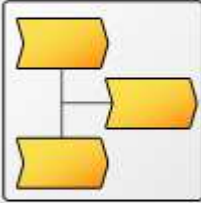


Process

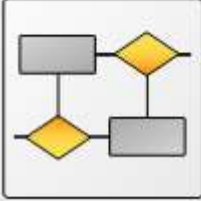
Process



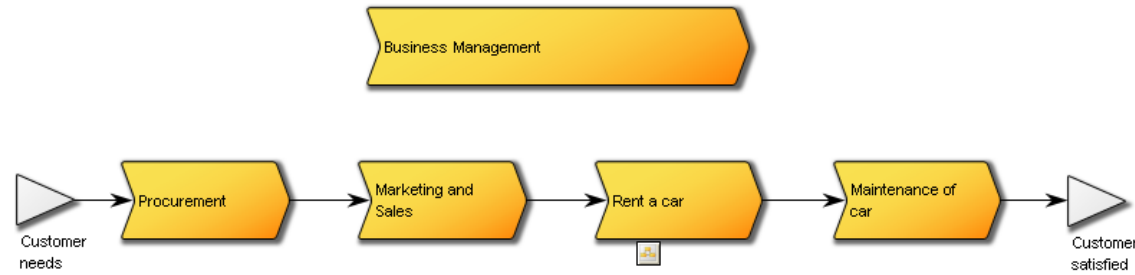
Business Process Model



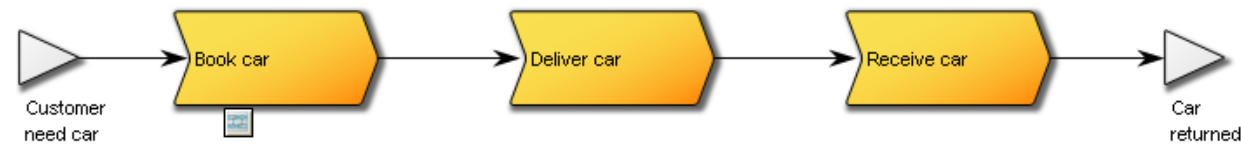
Business Process Design



Work Flow

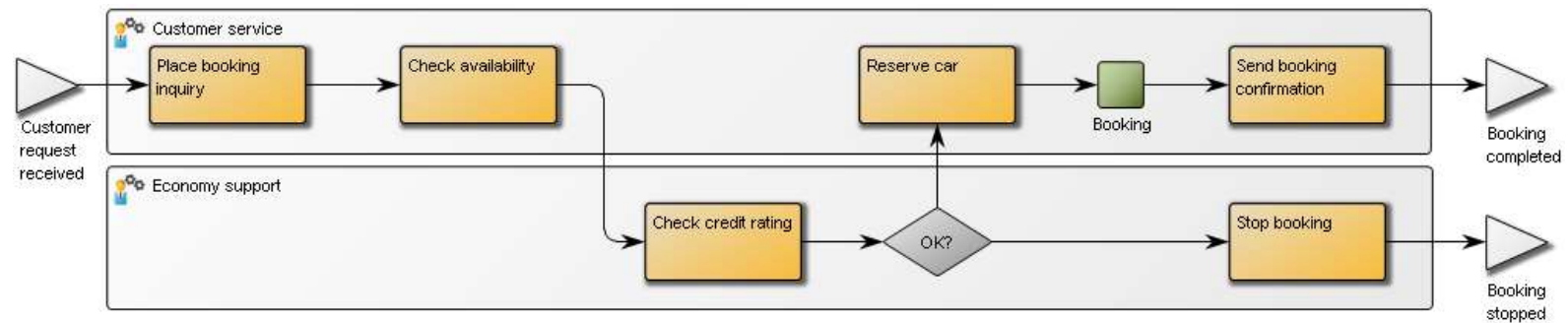


Support Processes




Core processes break down to sub processes...

...and are visualized by workflow diagrams

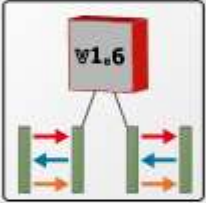


Application


Application



Application Architecture

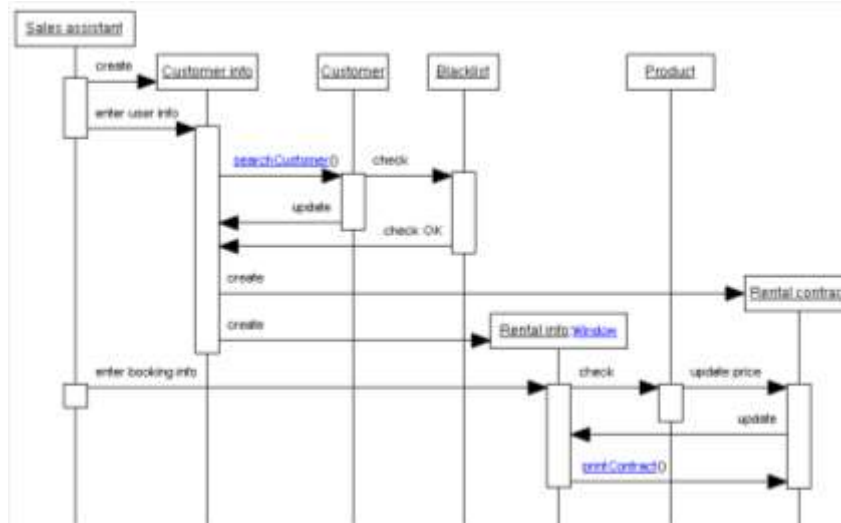
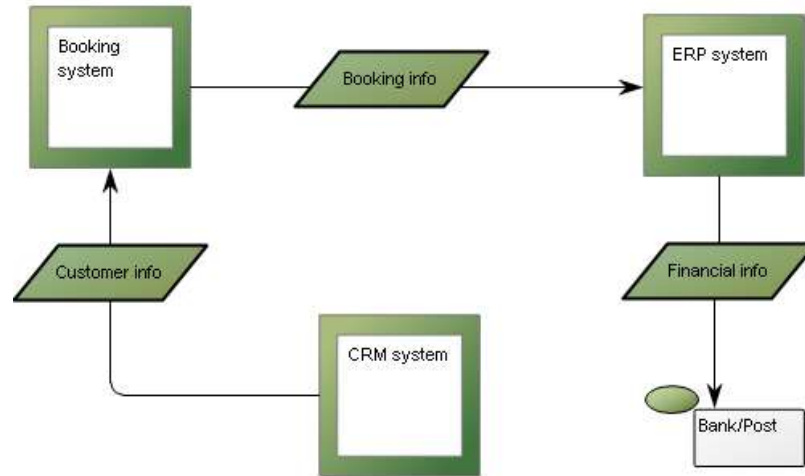


System Design

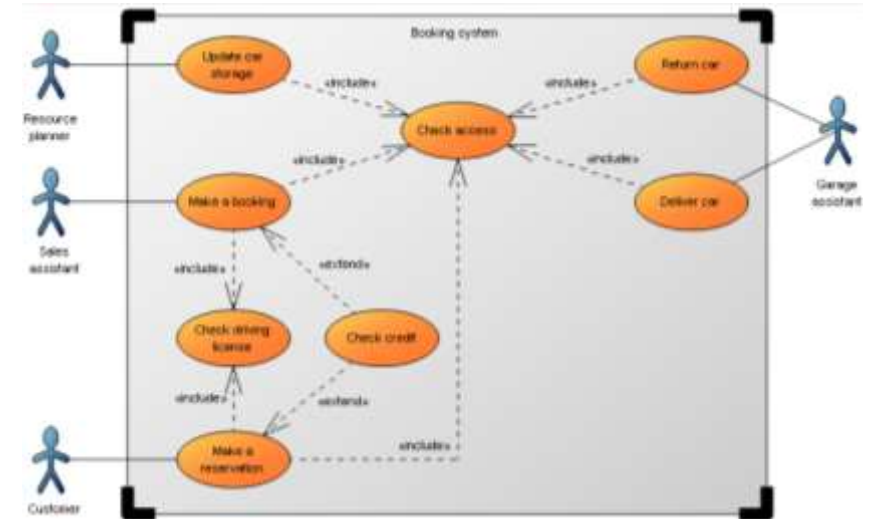


Component Model

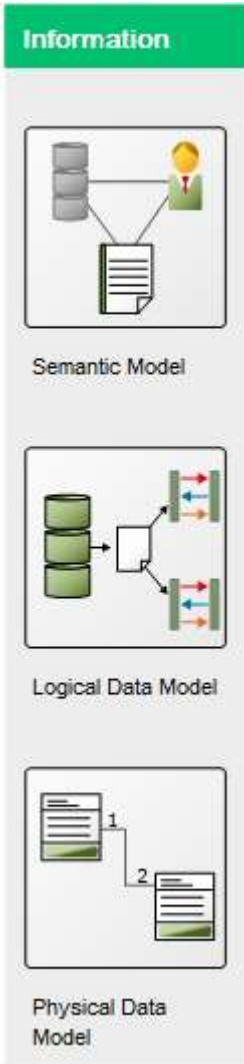
Integrations between applications



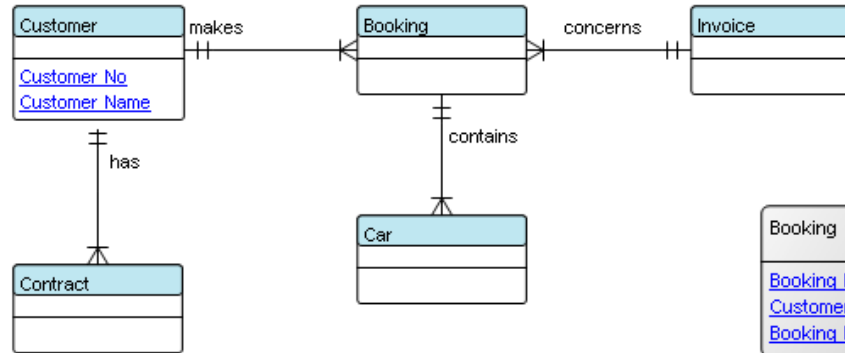
Models for system design, UML



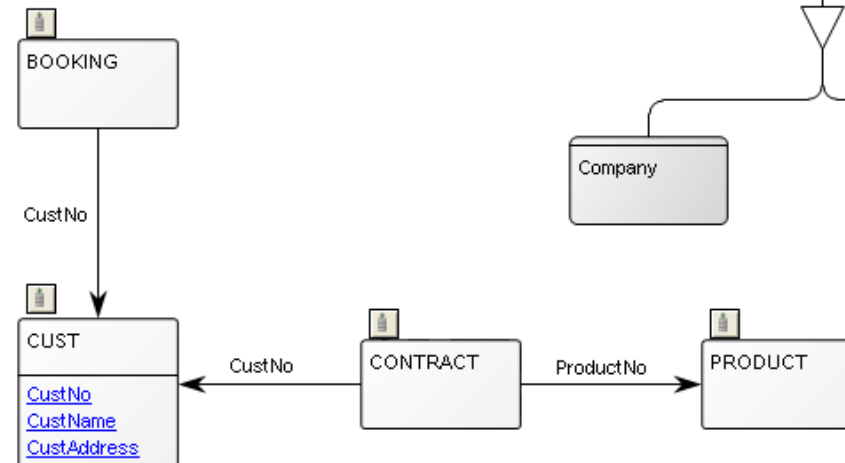
Information



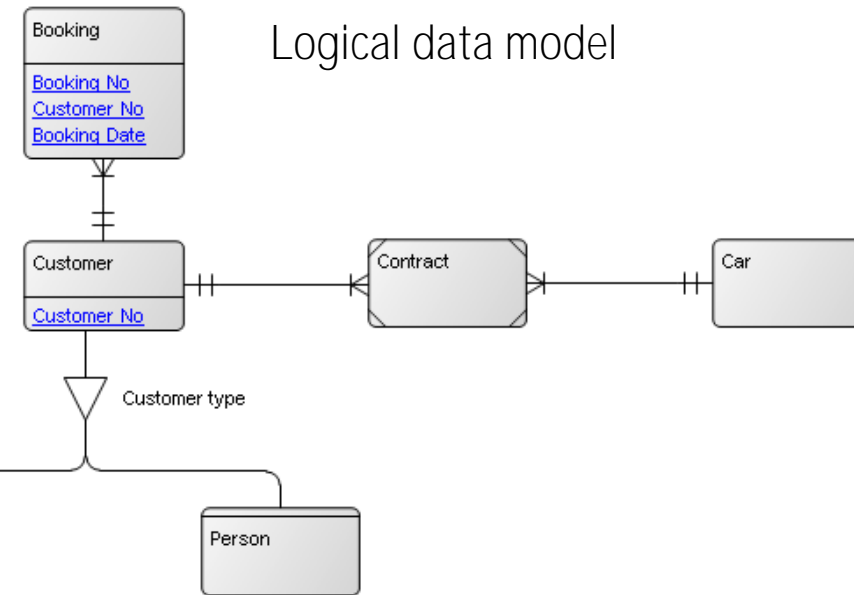
Information concepts



Database model




Logical data model

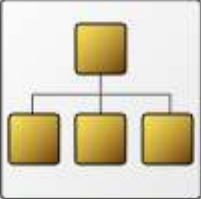


Organization


Organization



Stakeholder Model

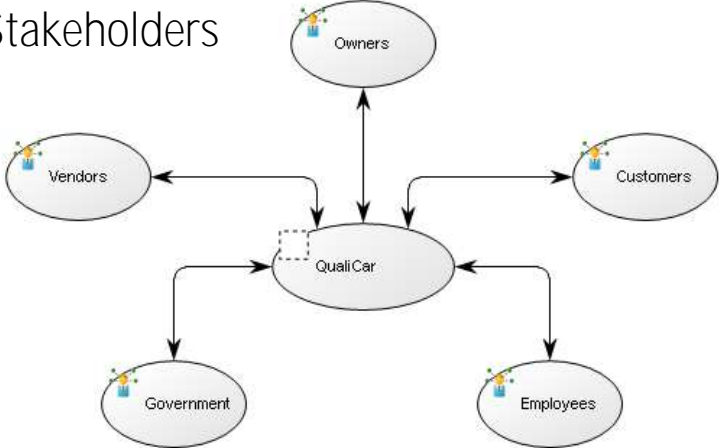


Organization Model

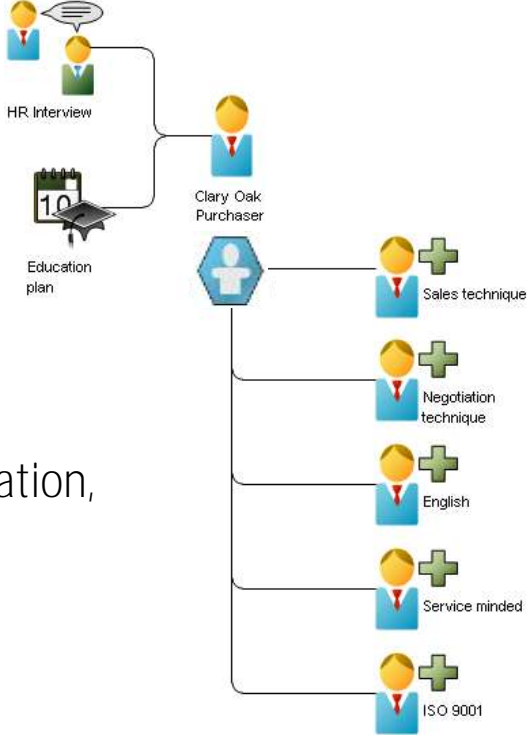


Human Resource Model

Stakeholders



Human Resource:
competence, education,
plans



Organization units and positions



Technology

Technology



Strategic Technology Model

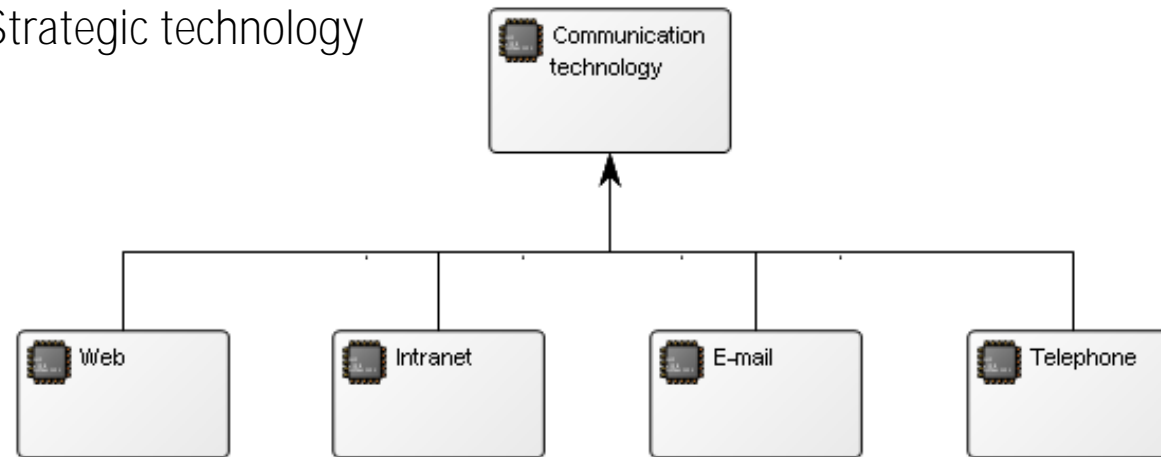


Business Technology

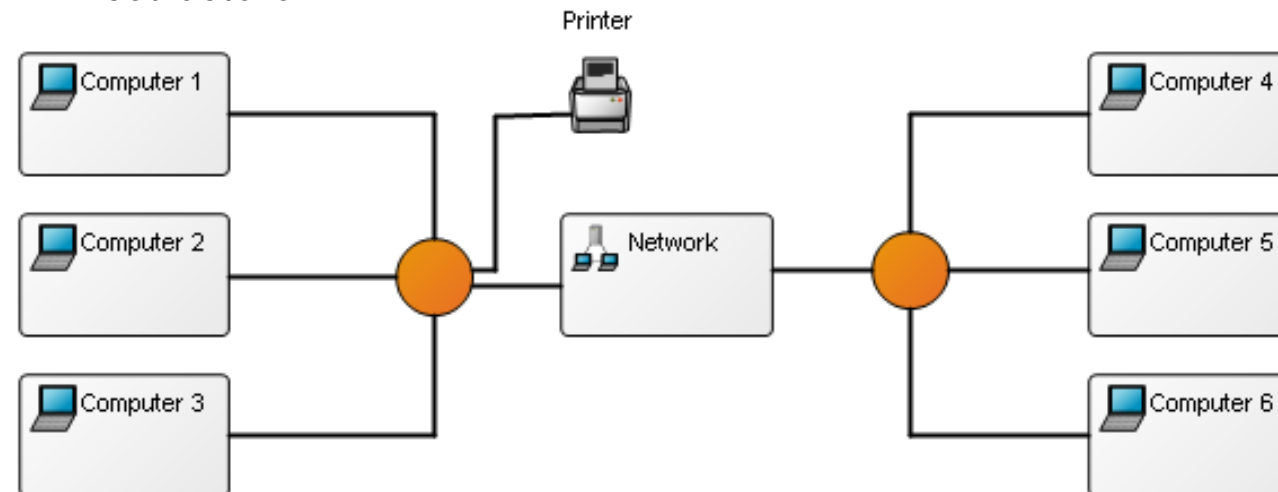


Physical Technology

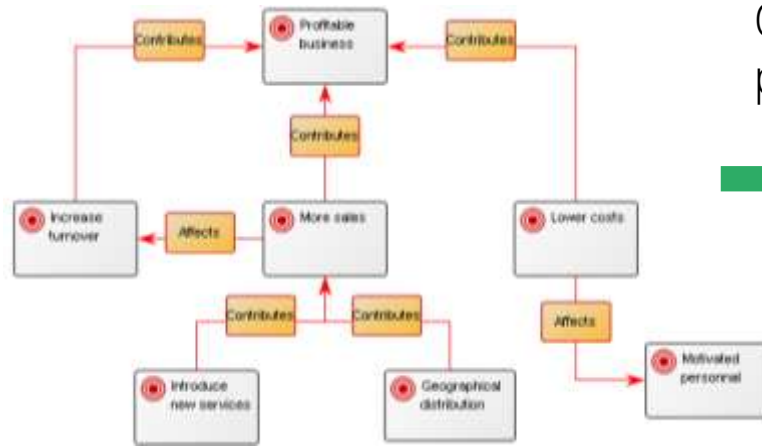
Strategic technology



Infrastructure



Relations between models



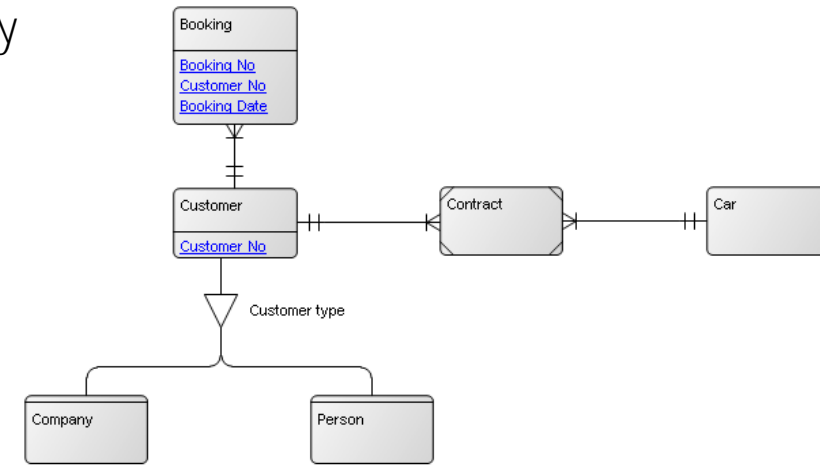
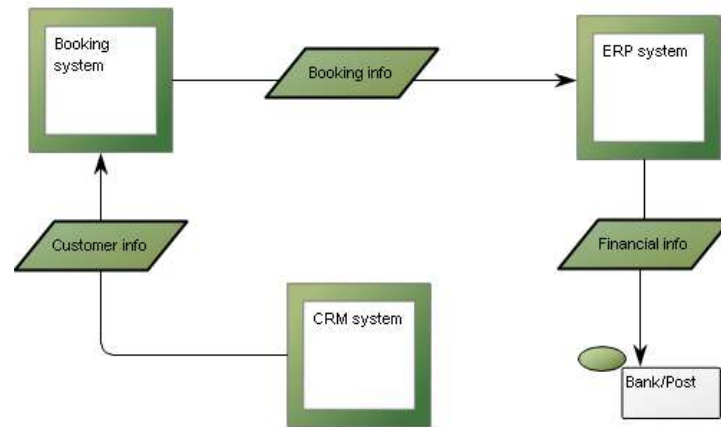
Goals govern business processes



Processes handle information

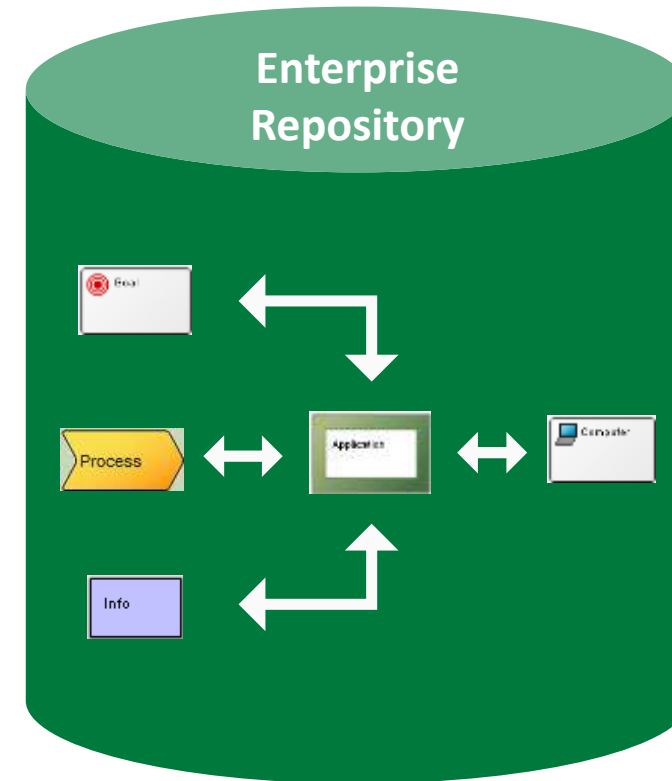


Information is handled by applications



Repository

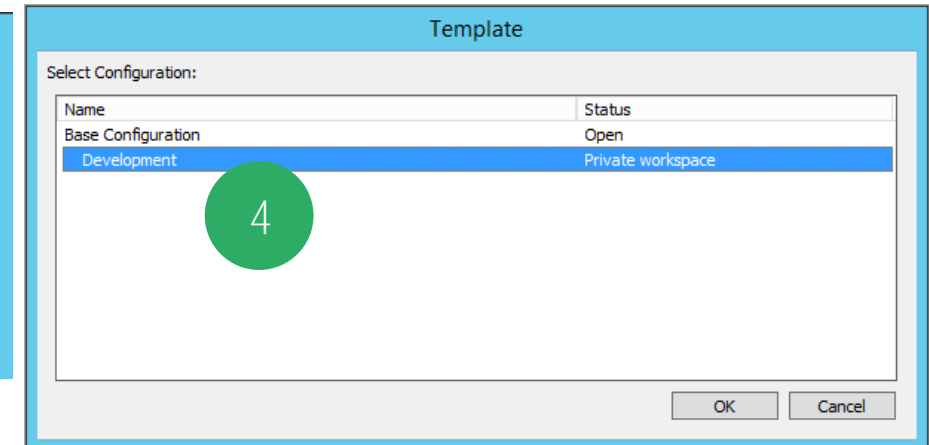
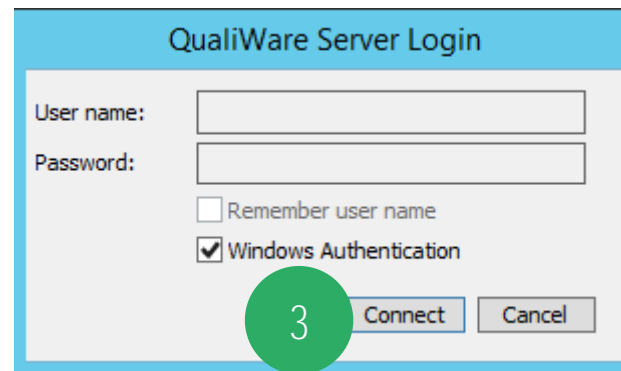
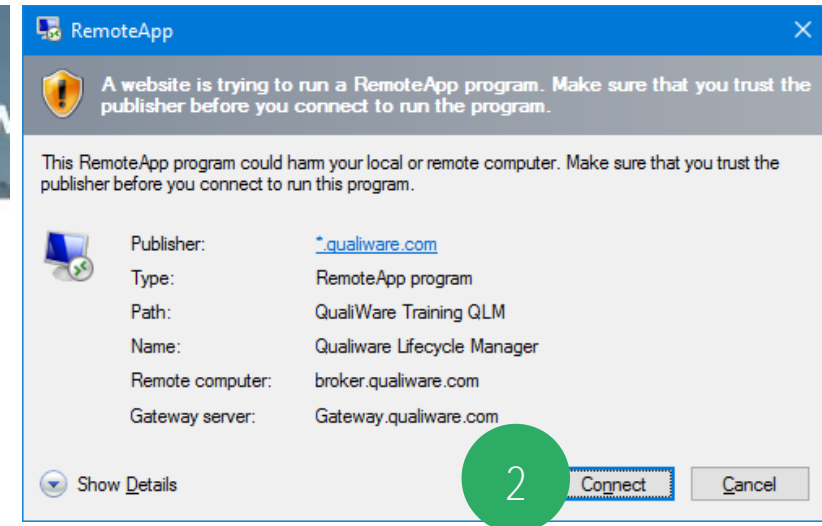
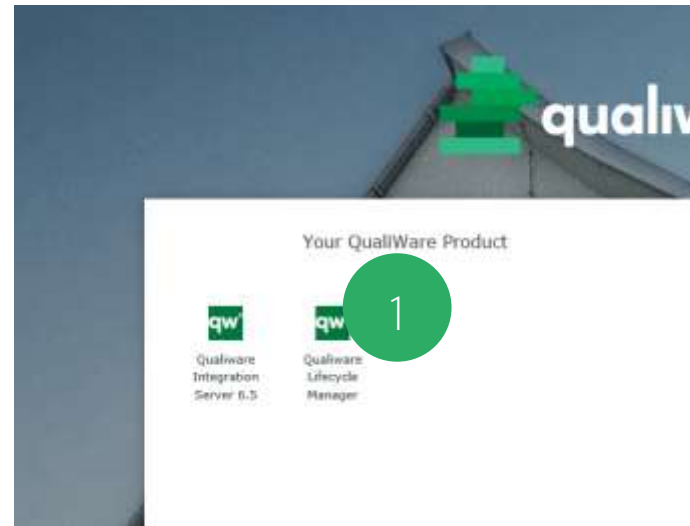
- Models and model objects are stored in the repository
- Available for all users (dependent on access rights)
- Reuse of objects
- Consistent models
- Traceability



Set-up and navigation

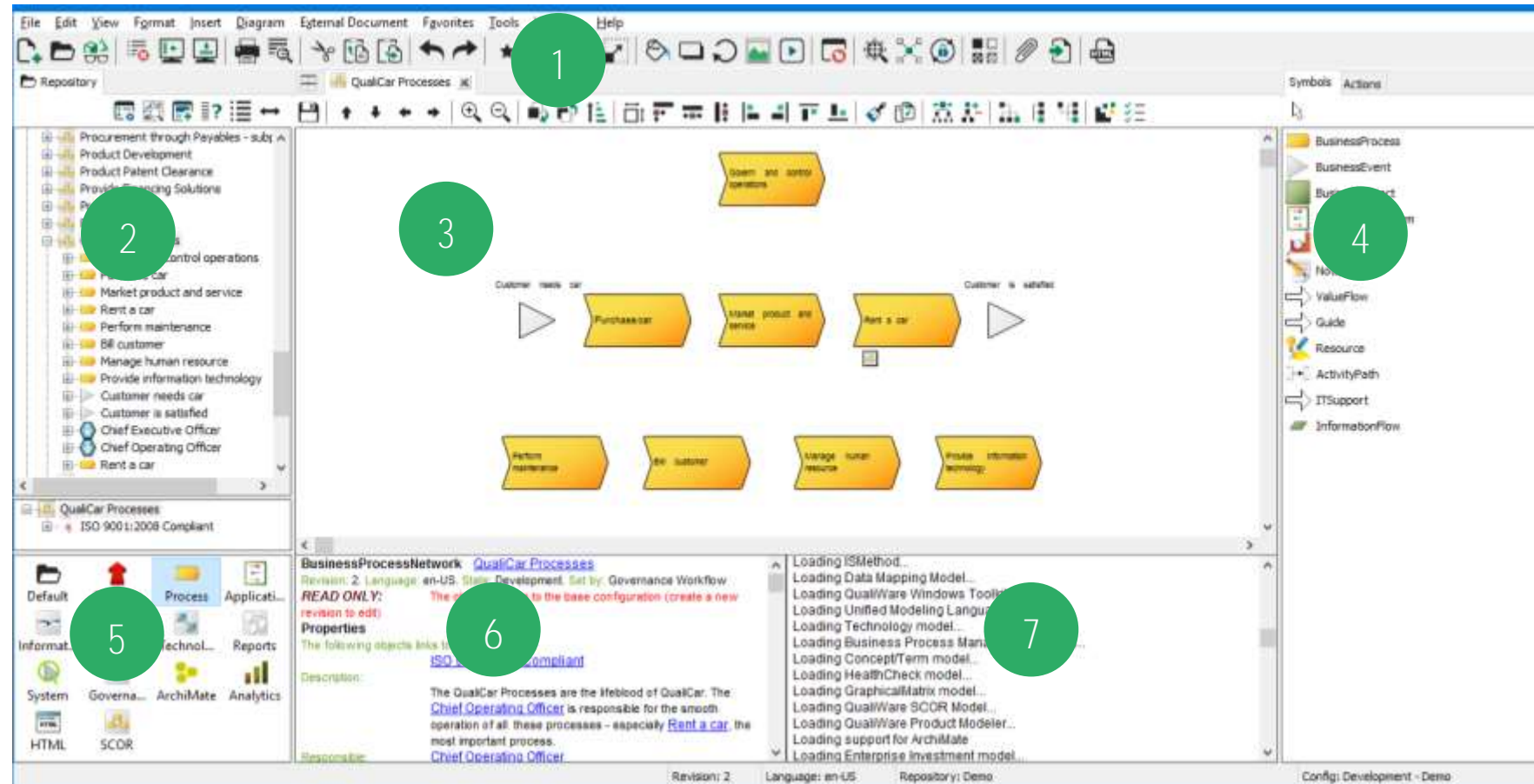
Login

- 1 Select QualiWare Lifecycle Manager
- 2 Click Connect
- 3 Ensure that Windows Auth. is checked and click Connect
- 4 Select Development and click OK



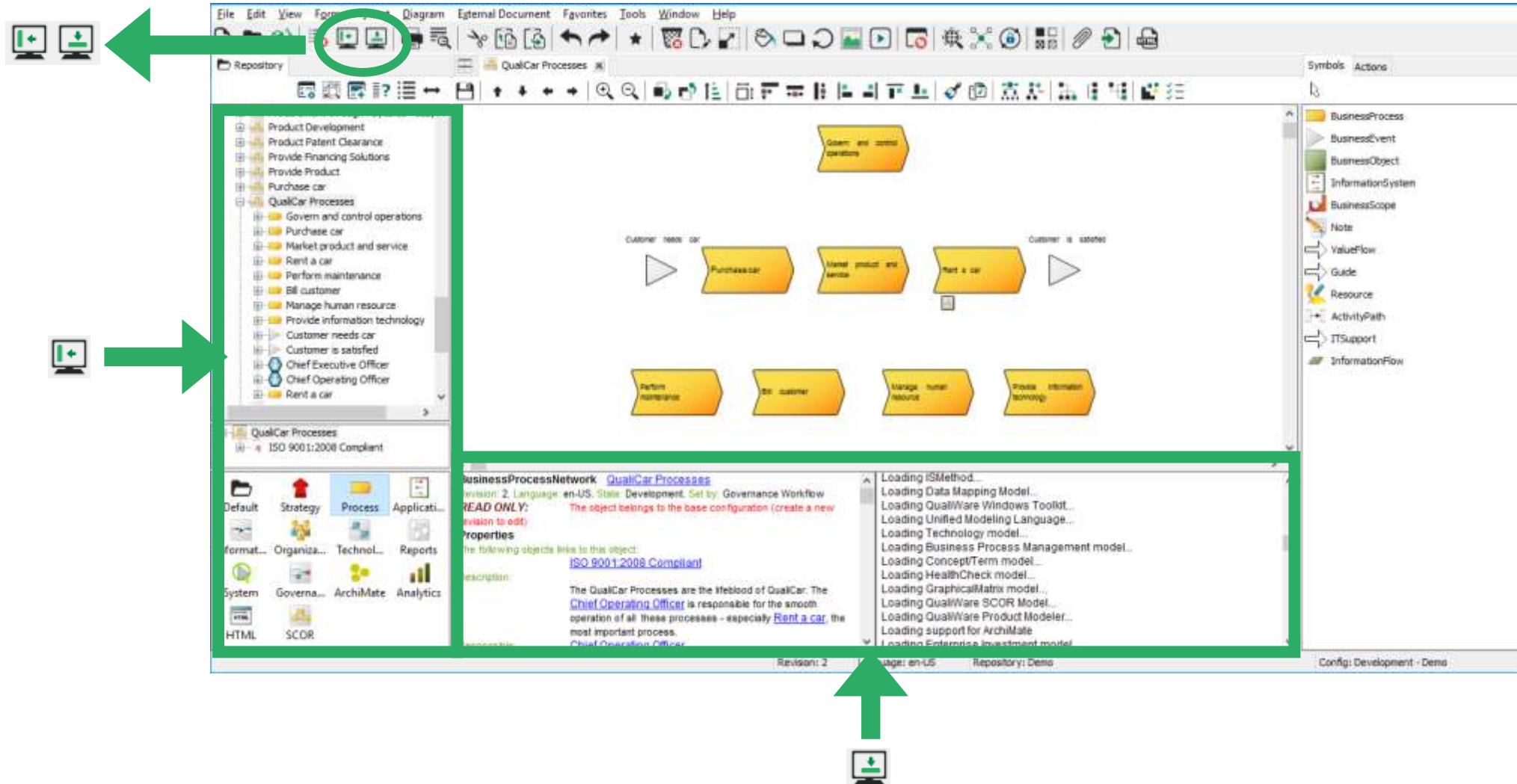
Workspace

- 1 Menus and toolbars
- 2 Repository Explorer
- 3 Diagram canvas
- 4 Symbol panel
- 5 Repository views
- 6 Property window
- 7 Message/list window



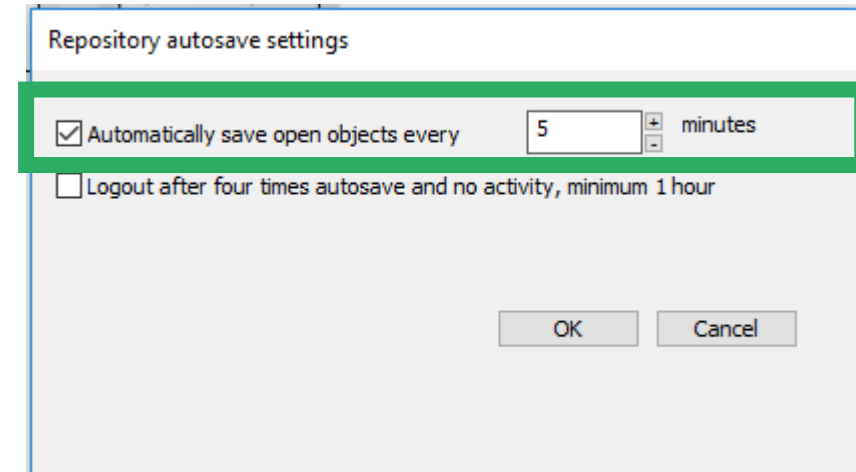
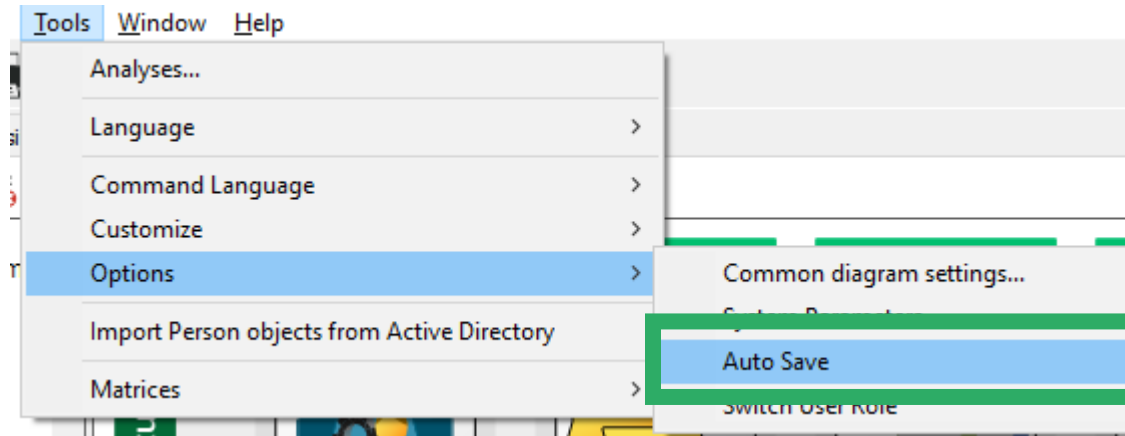
Workspace

Show/hide windows to set up your preferred desktop



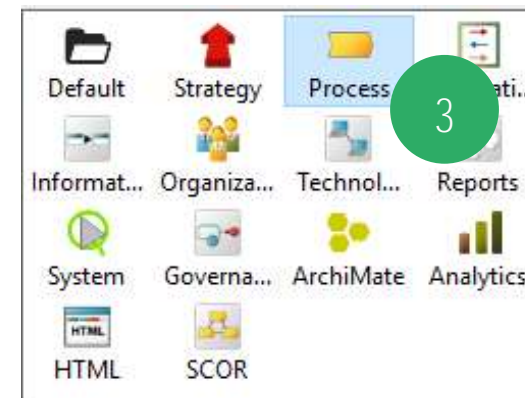
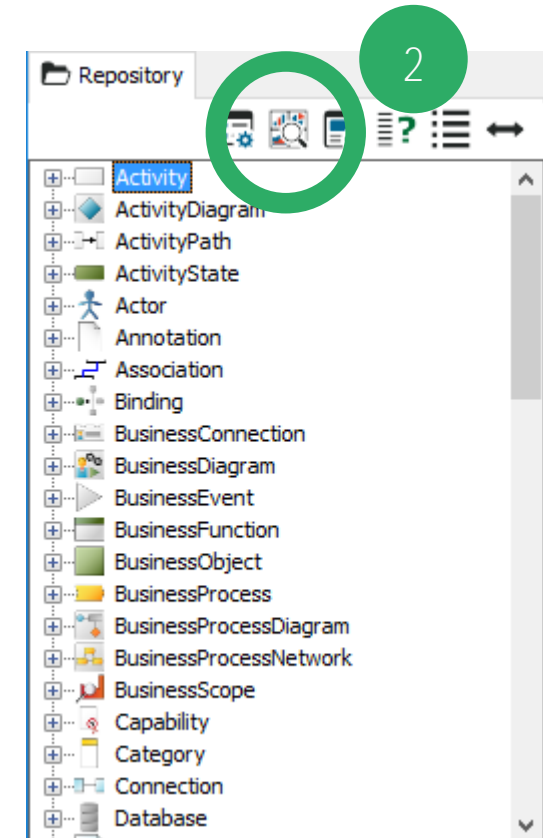
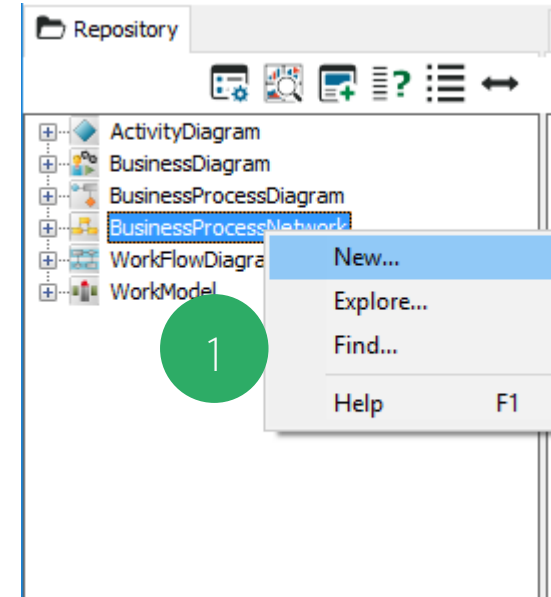
The screenshot displays the Qualiware workspace interface. A green circle highlights the 'Show/Hide' icon in the top toolbar. A green arrow points from this icon to a separate 'Show/Hide' icon on the left. Another green arrow points from a 'Show/Hide' icon on the left to the left-hand pane. A third green arrow points from a 'Show/Hide' icon at the bottom to the bottom status bar. The interface includes a menu bar (File, Edit, View, Form, Diagram, External Document, Favorites, Tools, Window, Help), a toolbar, a left-hand pane with a tree view of 'QualiCar Processes', a central diagram area showing a process flow, a right-hand pane with a 'Symbols' list, a bottom status bar, and a bottom-right pane with a log of loaded models.

Enable Auto Save



Create Repository Objects

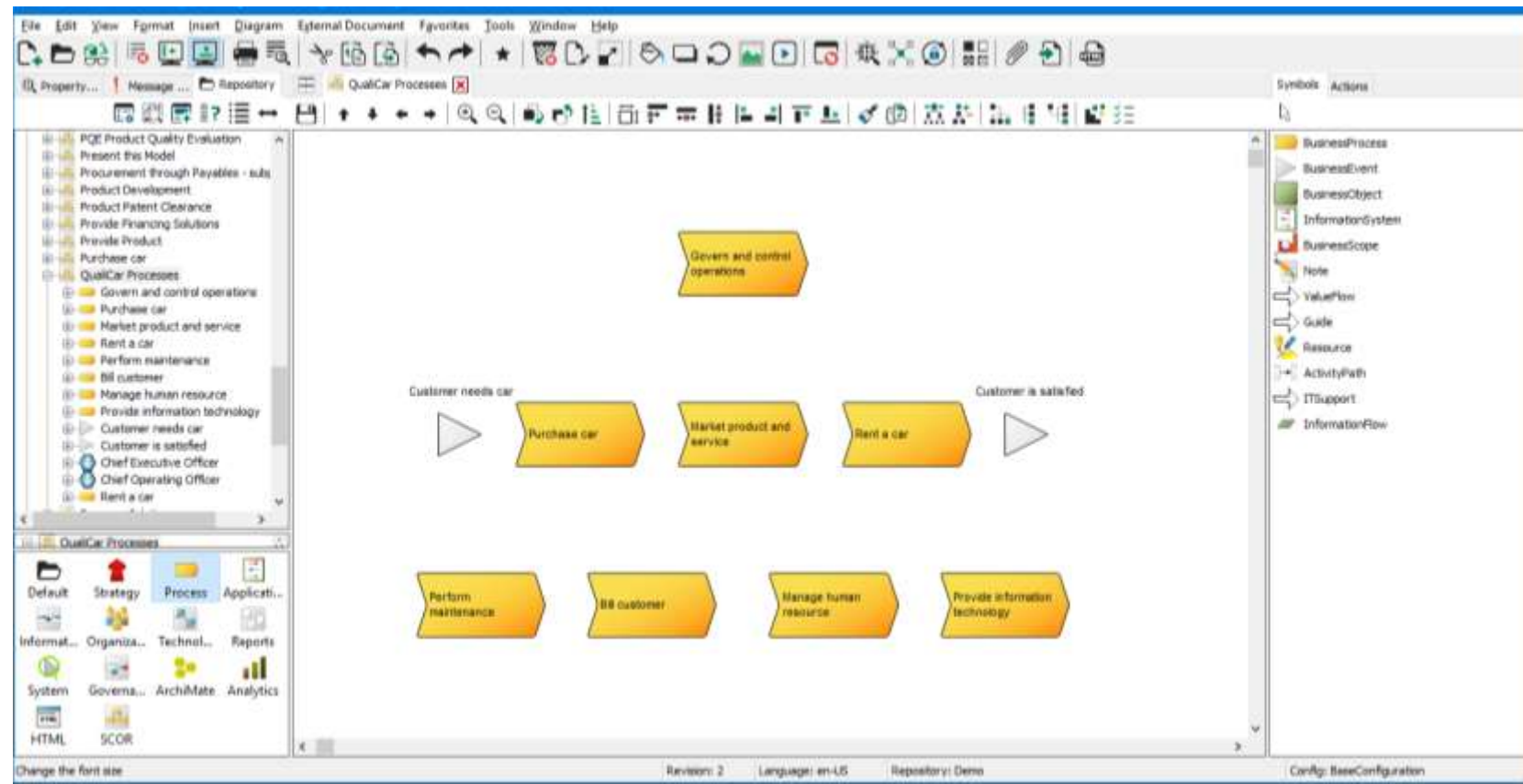
- 1 Right-click in the repository explorer to create new objects
- 2 Show all templates
- 3 Use Repository Views



Demo – Set-up and navigation

Exercise 1: Set-up and navigation

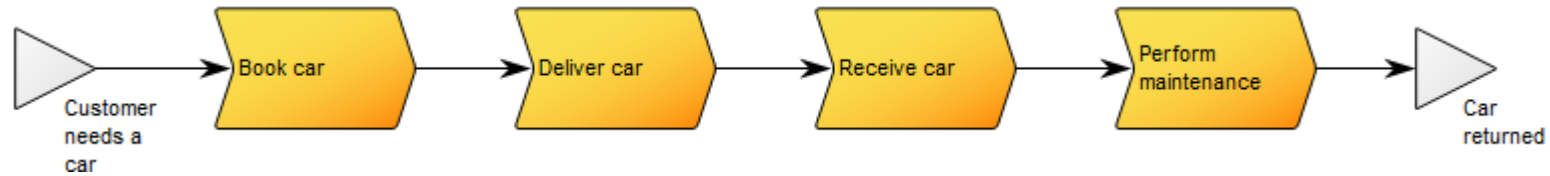
- **Purpose:** Understand how to set-up your workspace and navigate the repository explorer.



How to draw a diagram

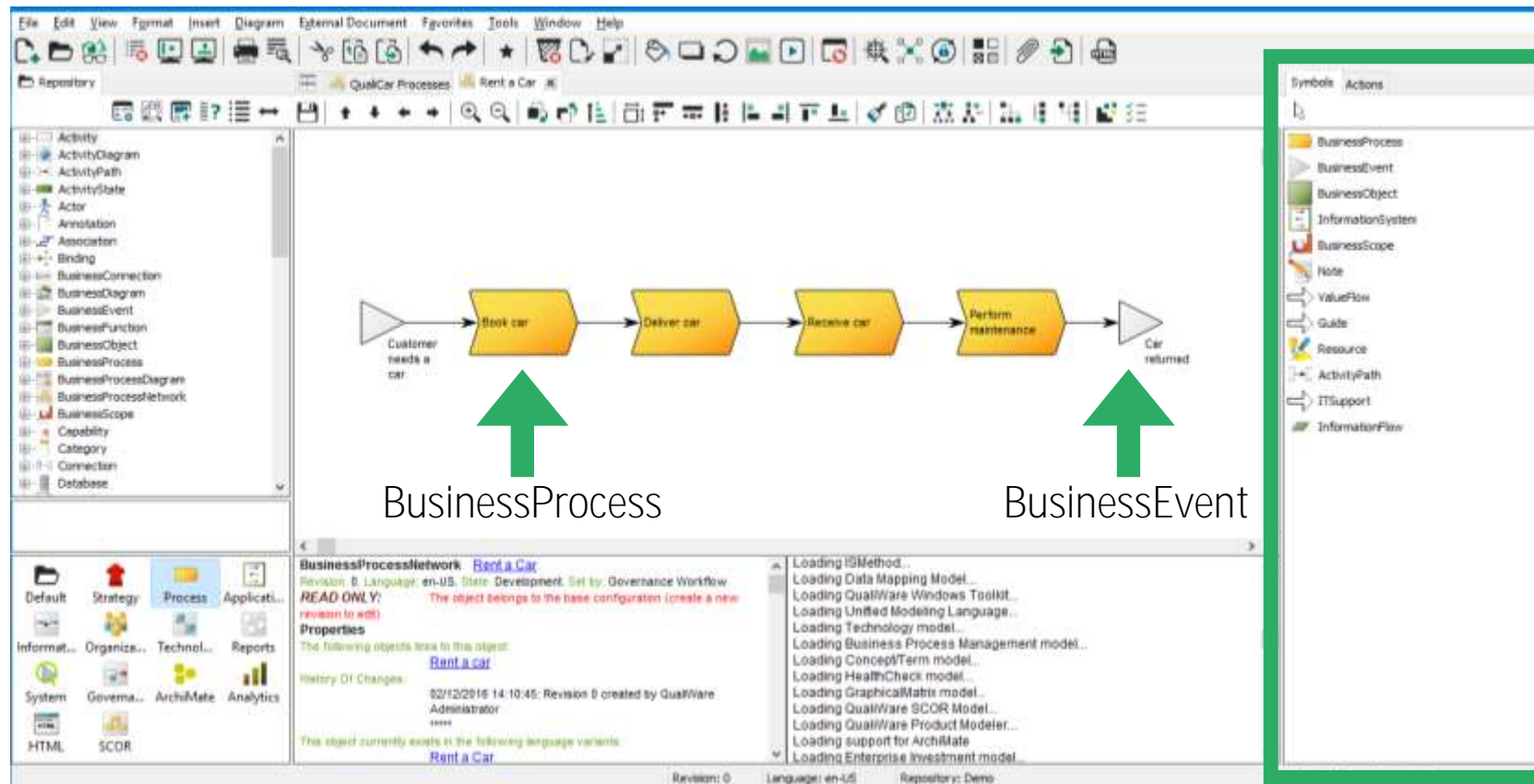
Process modeling

Process modeling focuses on events, processes and their sequence.



Process modeling

The diagram template BusinessProcessNetwork is used for describing processes



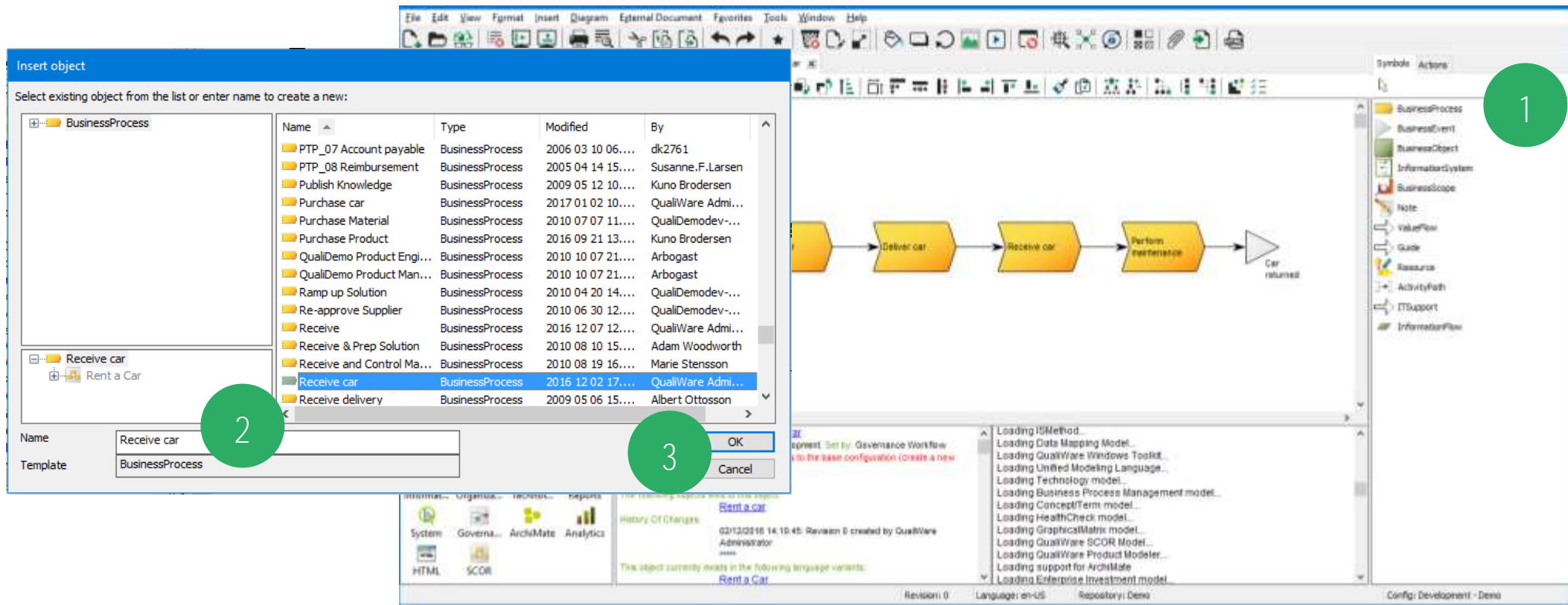
Available symbols

BusinessProcess

BusinessEvent

Re-using symbols

- 1 Select the symbol **BusinessProcess** and place it on the diagram
- 2 Enter a name to create a new object or
- 3 Ctrl+L (or right click) to select and reuse an existing process

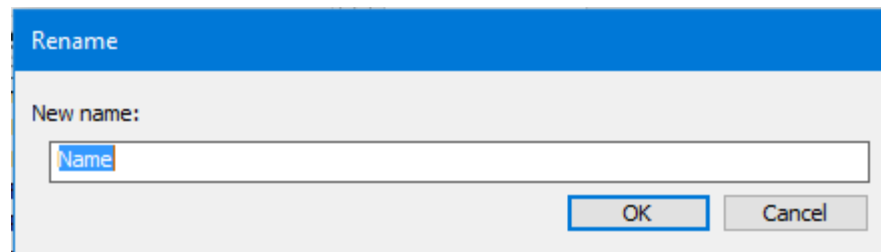
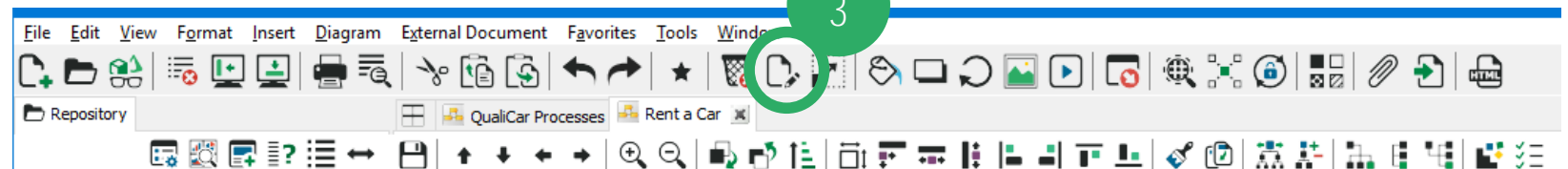
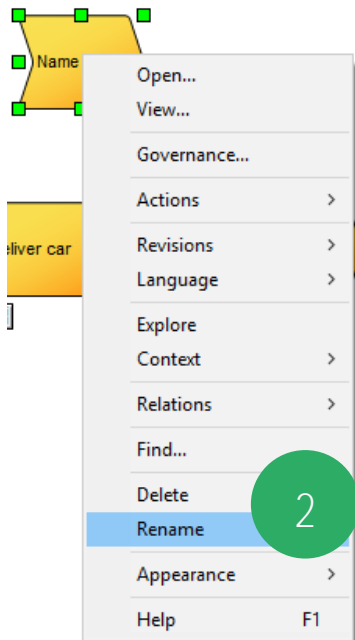
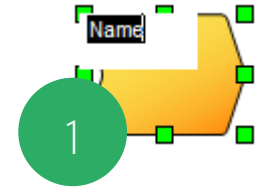


The screenshot shows the QualiWare software interface. On the left, the 'Insert object' dialog box is open, displaying a list of existing BusinessProcess objects. The 'Name' field is set to 'Receive car' and the 'Template' is 'BusinessProcess'. A green circle with the number '2' is placed over the 'Name' field. The 'OK' button is highlighted with a green circle containing the number '3'. On the right, a process diagram is visible, showing a sequence of steps: 'Deliver car', 'Receive car', 'Perform maintenance', and 'Car returned'. A green circle with the number '1' is placed over the 'BusinessProcess' symbol in the 'Symbols' panel on the right side of the diagram.

Name	Type	Modified	By
PTP_07 Account payable	BusinessProcess	2006 03 10 06...	dk2761
PTP_08 Reimbursement	BusinessProcess	2005 04 14 15...	Susanne.F.Larsen
Publish Knowledge	BusinessProcess	2009 05 12 10...	Kuno Brodersen
Purchase car	BusinessProcess	2017 01 02 10...	QualiWare Admi...
Purchase Material	BusinessProcess	2010 07 07 11...	QualiDemov-...
Purchase Product	BusinessProcess	2016 09 21 13...	Kuno Brodersen
QualiDemo Product Engi...	BusinessProcess	2010 10 07 21...	Arbogast
QualiDemo Product Man...	BusinessProcess	2010 10 07 21...	Arbogast
Ramp up Solution	BusinessProcess	2010 04 20 14...	QualiDemov-...
Re-approve Supplier	BusinessProcess	2010 06 30 12...	QualiDemov-...
Receive	BusinessProcess	2016 12 07 12...	QualiWare Admi...
Receive & Prep Solution	BusinessProcess	2010 08 10 15...	Adam Woodworth
Receive and Control Ma...	BusinessProcess	2010 08 19 16...	Marie Stensson
Receive car	BusinessProcess	2016 12 02 17...	QualiWare Admi...
Receive delivery	BusinessProcess	2009 05 06 15...	Albert Ottosson

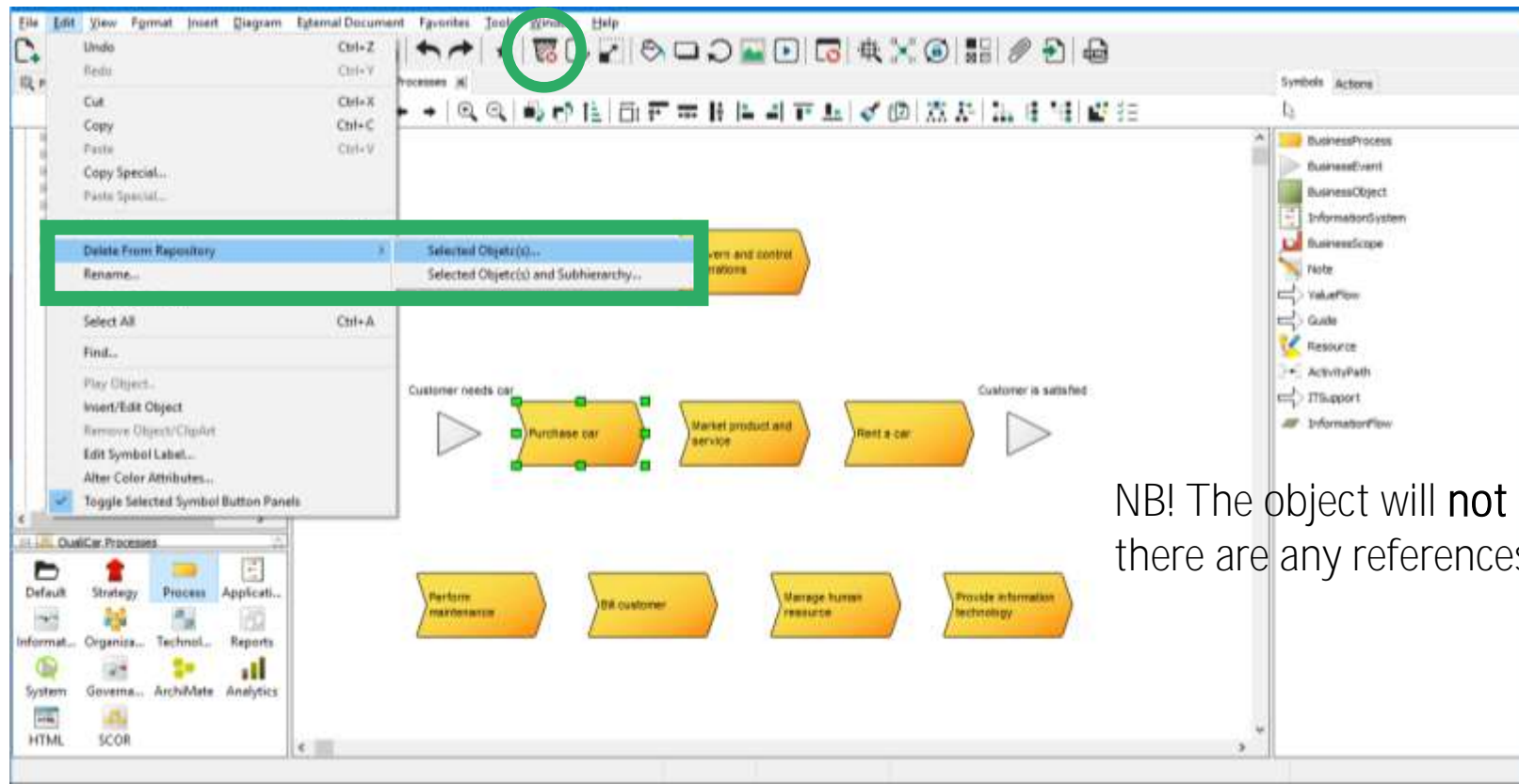
Renaming symbols

- 1 Select the symbol, press **Alt-key** and click on the name to open the advanced label editor
- 2 Select the symbol, right-click and click **Rename** from the menu
- 3 Select the symbol, press the **Rename** button in the tool bar or press **F2**



Deleting objects

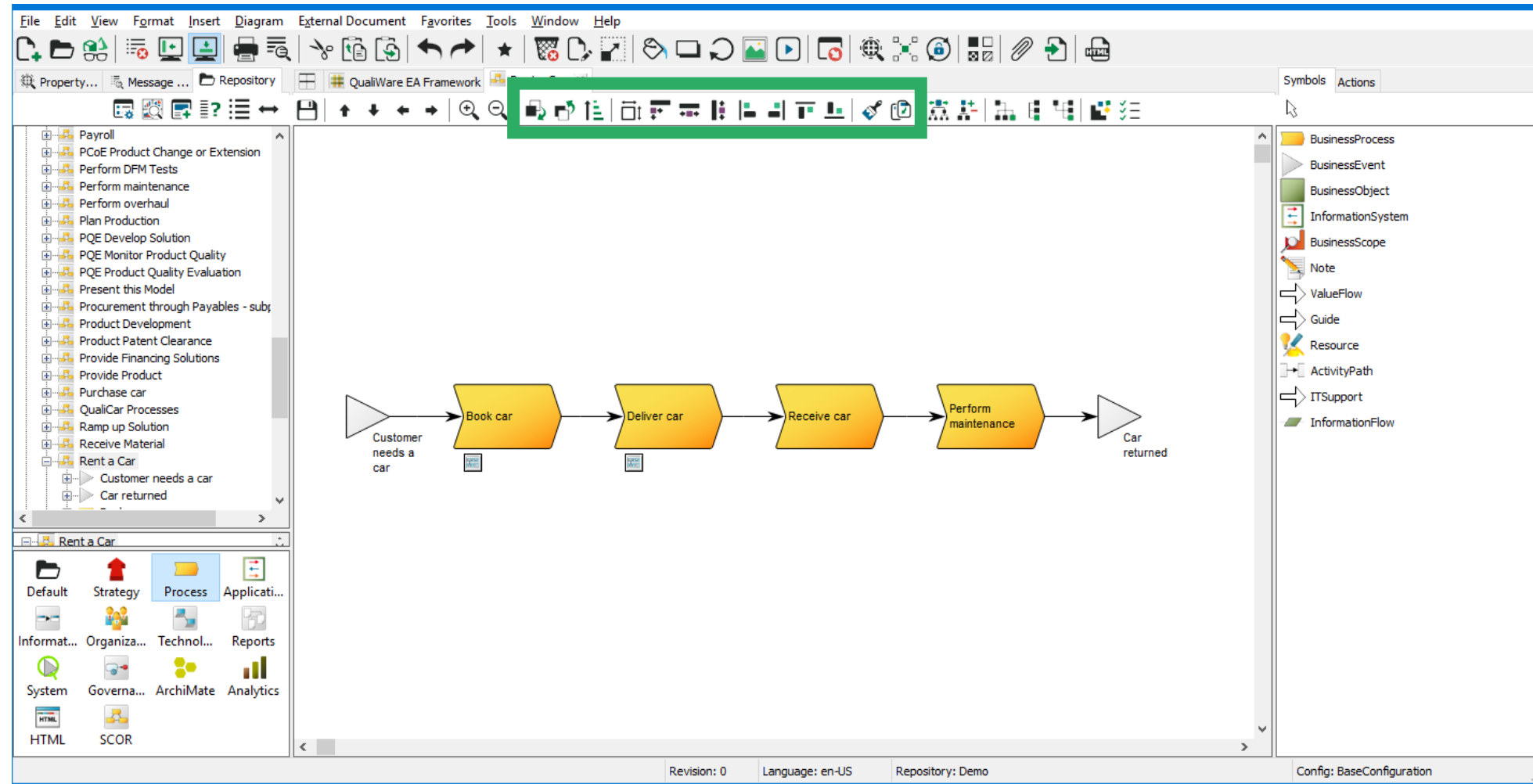
- Select the symbol, select **Delete** to remove the object from the diagram
- Select the symbol, select **Delete From Repository** to remove the object from the diagram and the database



NB! The object will **not** be removed if there are any references to it

Editing

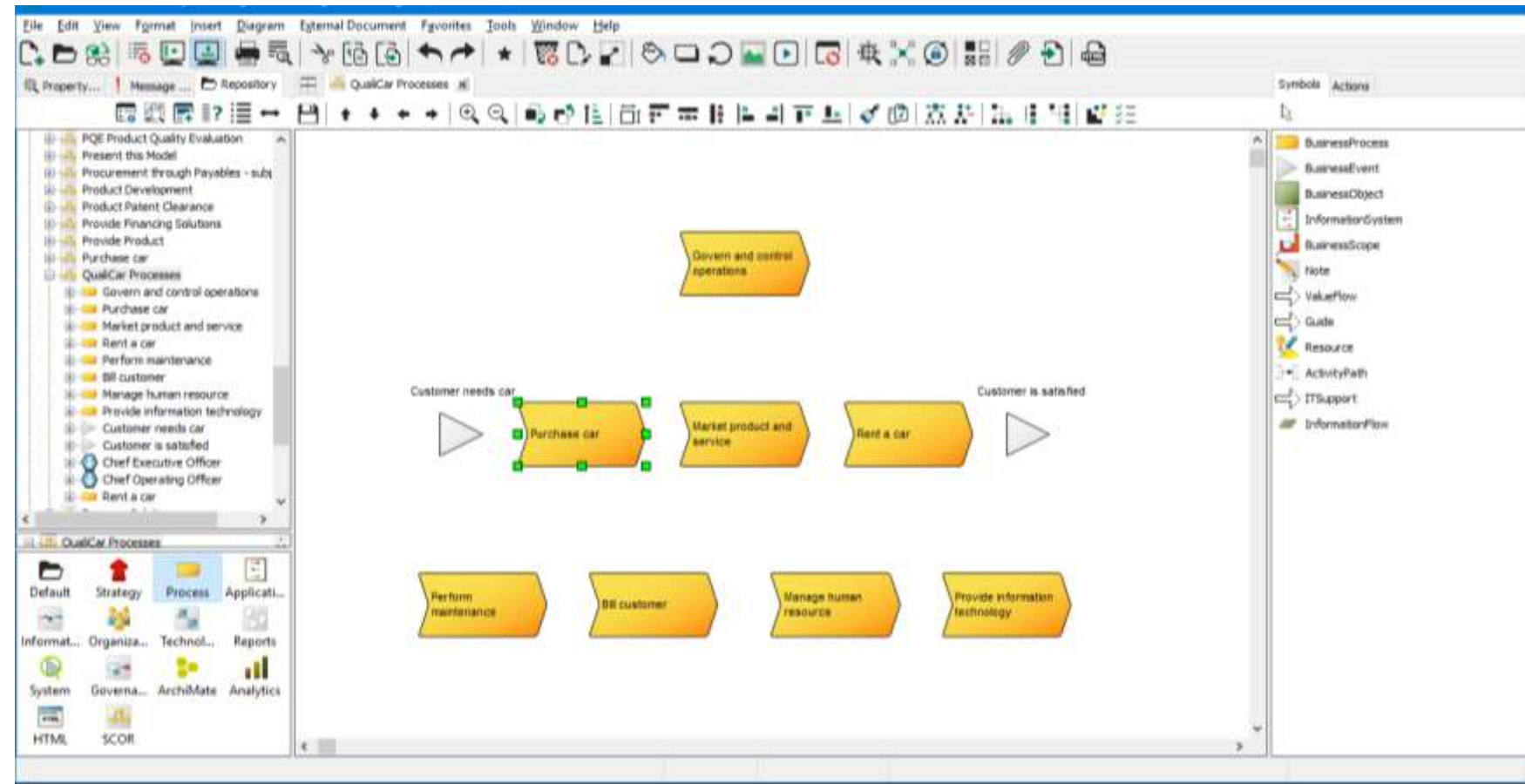
- The toolbar contains buttons for editing functionality



The screenshot displays the QualiWare EA Framework software interface. The main window shows a process diagram with the following steps: Customer needs a car (Start), Book car, Deliver car, Receive car, Perform maintenance, and Car returned (End). A green box highlights a toolbar containing various editing tools such as delete, copy, paste, and undo. The left sidebar lists a repository of business processes, including 'Rent a Car'. The right sidebar shows a palette of symbols and actions, including BusinessProcess, BusinessEvent, BusinessObject, InformationSystem, BusinessScope, Note, ValueFlow, Guide, Resource, ActivityPath, ITSupport, and InformationFlow. The bottom status bar indicates 'Revision: 0', 'Language: en-US', 'Repository: Demo', and 'Config: BaseConfiguration'.

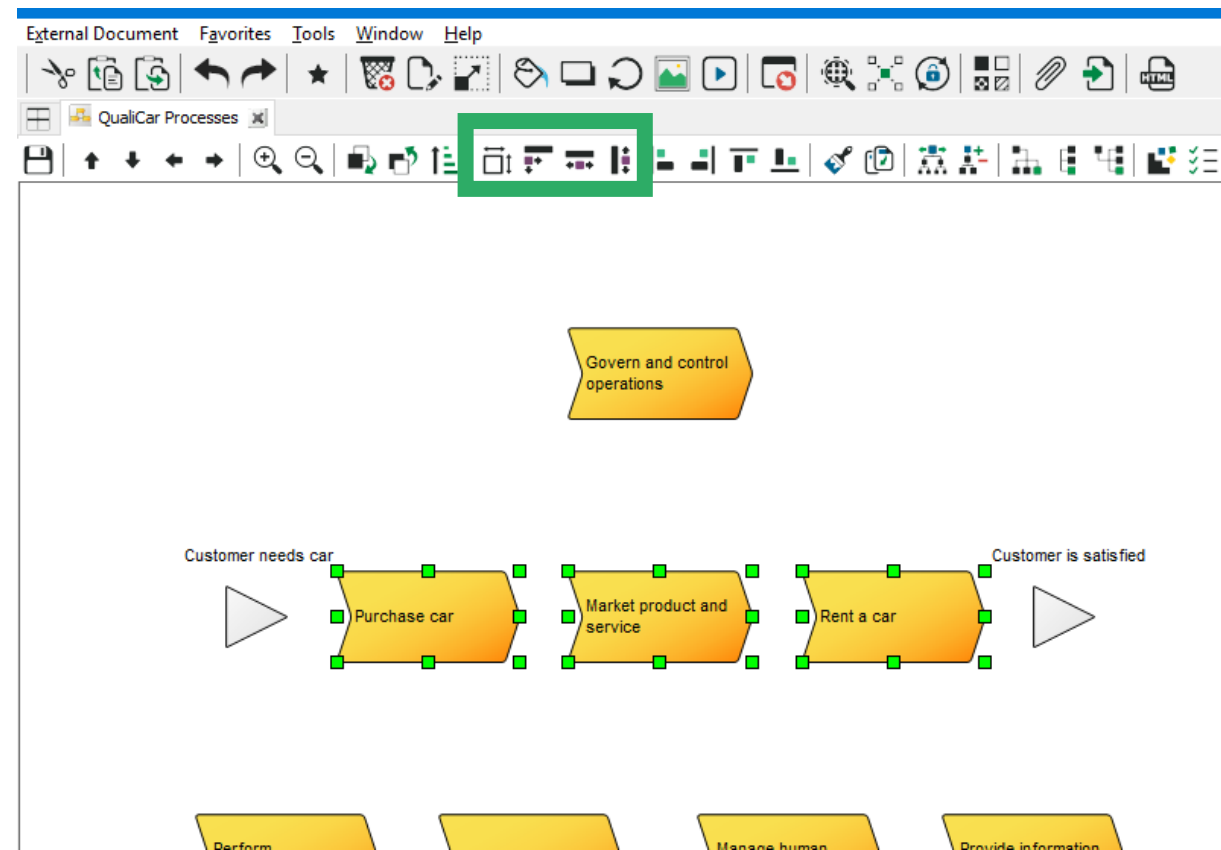
Symbol size

- You can change the size of any symbol.
- Select the object, get hold of a node and drag to desired size.



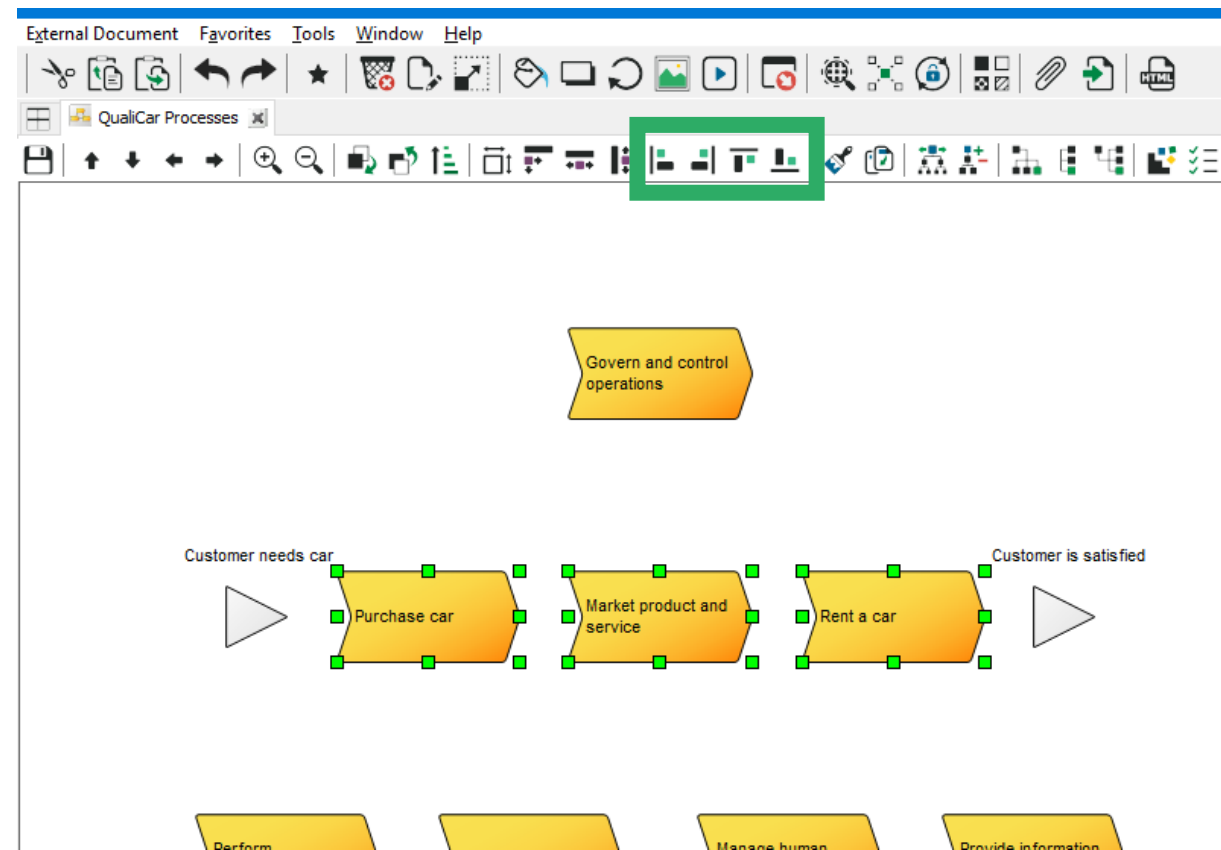
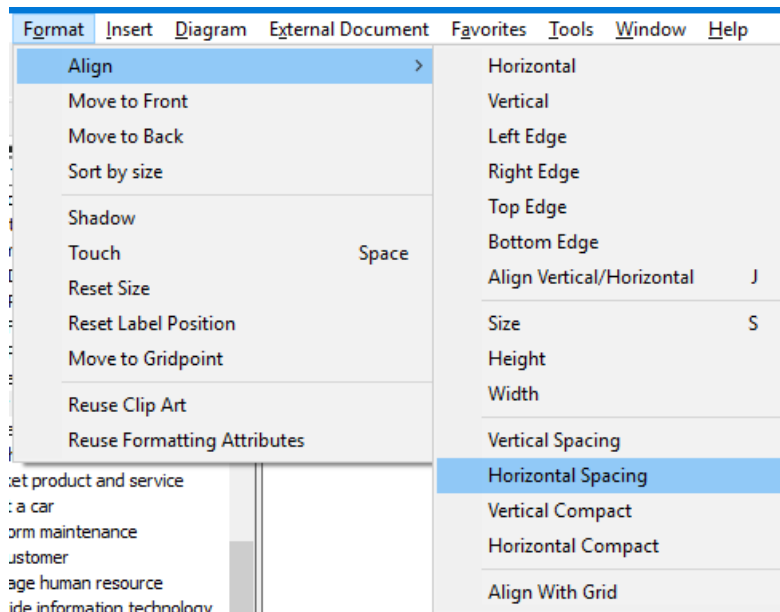
Sizing

- Use the buttons in the toolbar to align symbols
 - Resize to original size
 - Align size (with first selected object)
 - Align width (with first selected object)
 - Align height (with first selected object)



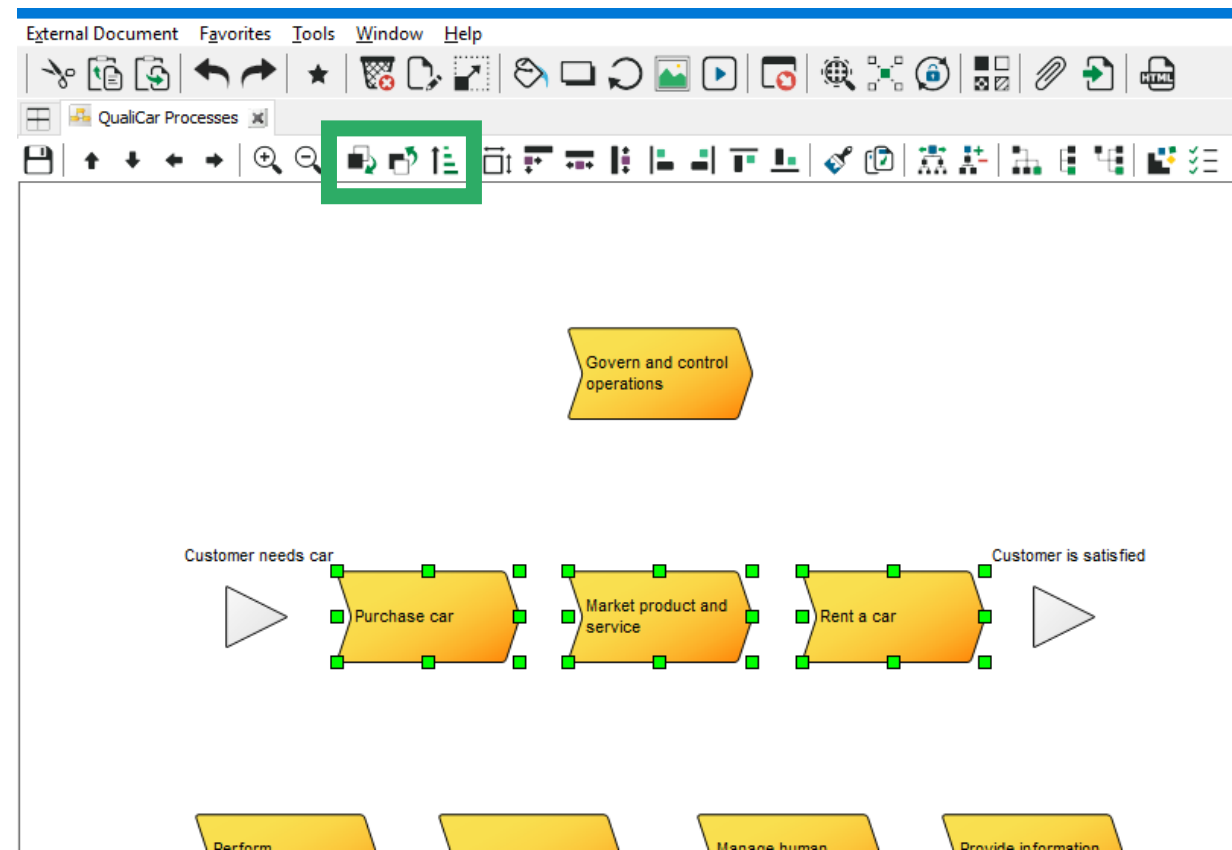
Alignment

- Use the buttons in the toolbar to align symbols
 - Align left edge
 - Align right edge
 - Align top edge
 - Align bottom edge



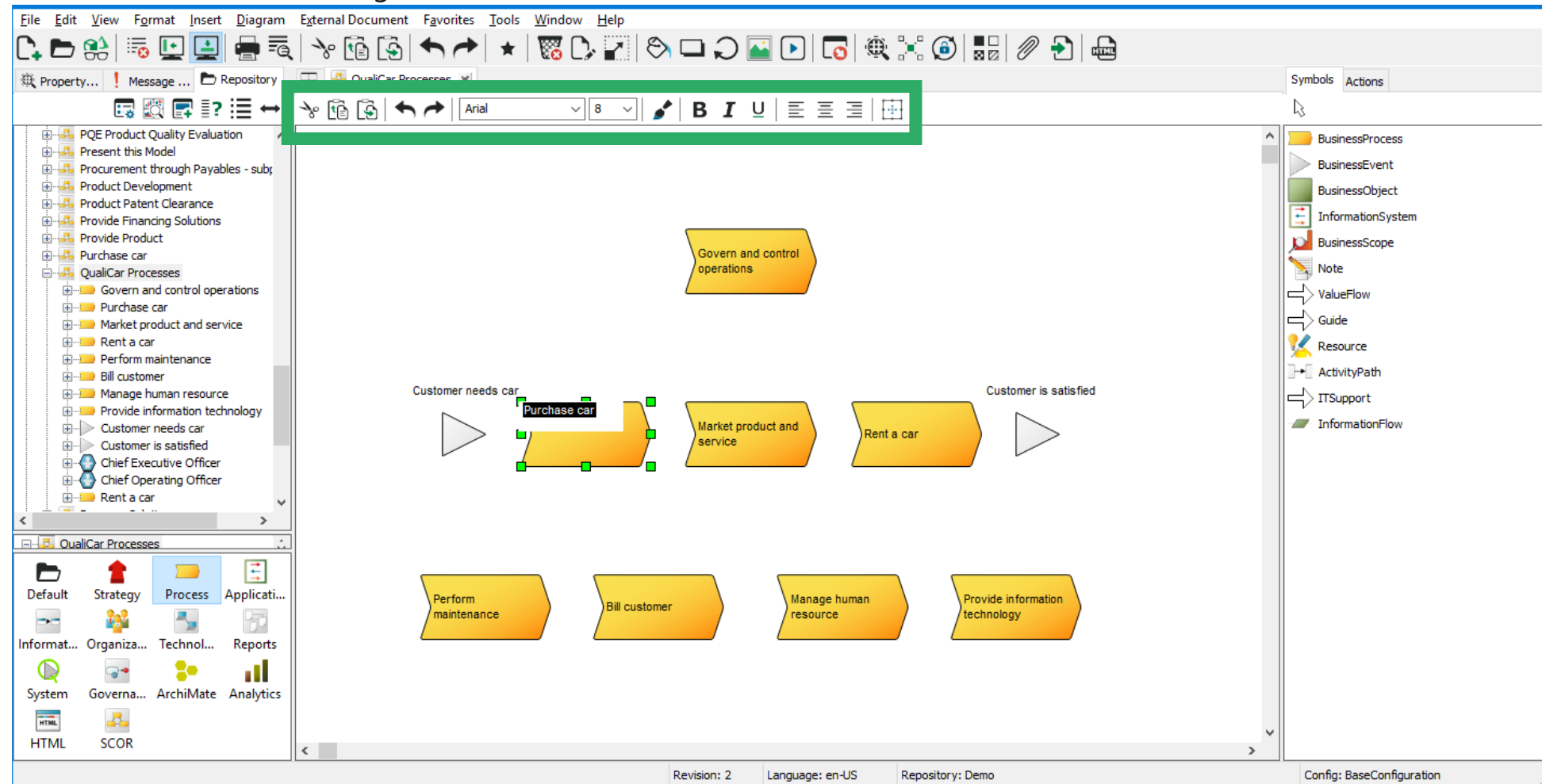
Arrangement

- Use the buttons in the toolbar to move symbols to front or back



Symbol label

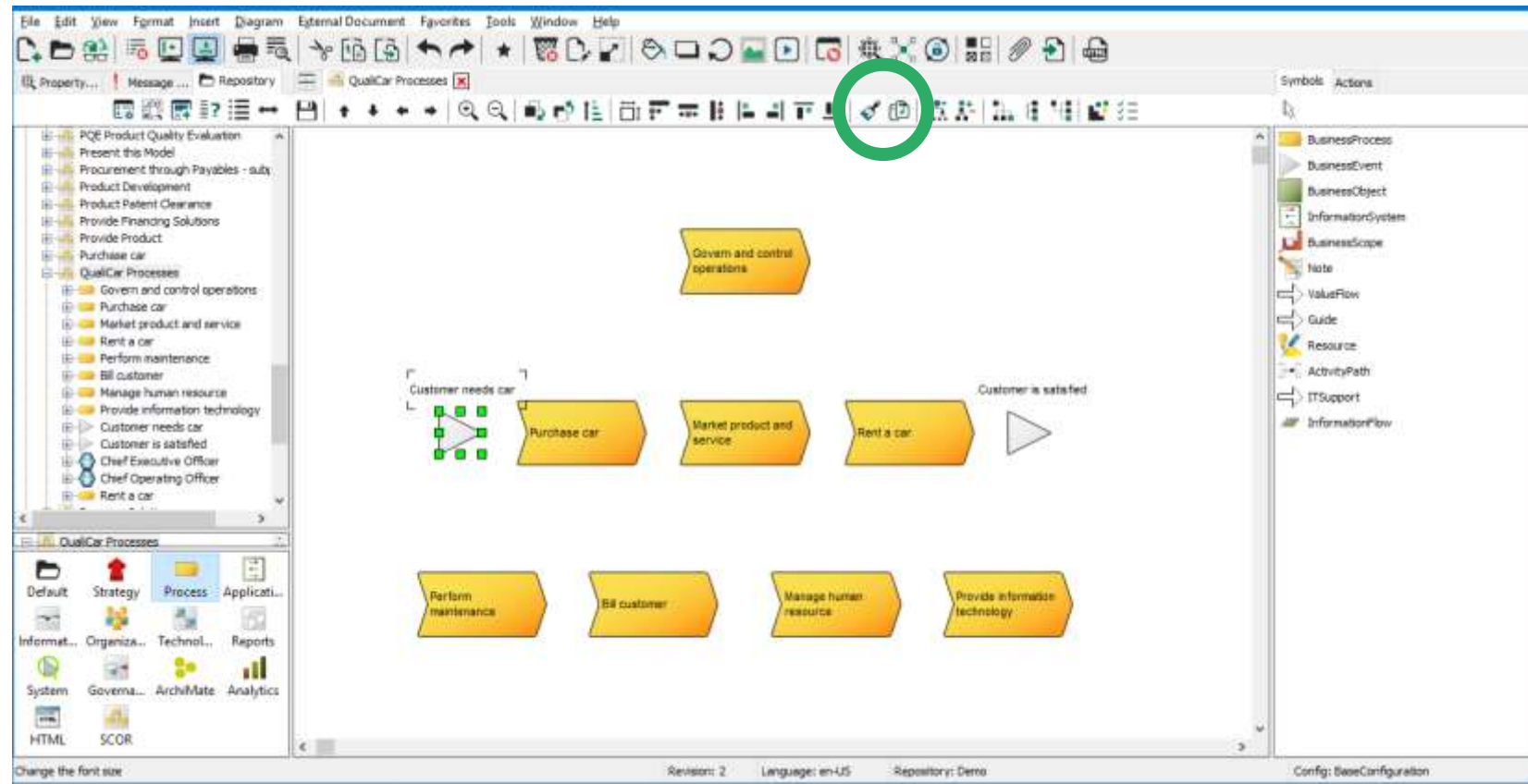
- Change the text format on a symbol



The screenshot displays the Qualiware software interface. The main workspace shows a process diagram with several activity symbols (orange chevron shapes) and start/end triangles. The symbols include "Govern and control operations", "Purchase car", "Market product and service", "Rent a car", "Perform maintenance", "Bill customer", "Manage human resource", and "Provide information technology". The "Purchase car" symbol is currently selected, and its text label is highlighted in black. A green rectangular box highlights the text format toolbar, which includes options for font face (Arial), font size (8), bold (B), italic (I), underline (U), and text alignment (left, center, right). The left sidebar shows a tree view of the project structure, and the right sidebar shows a list of available symbols. The bottom status bar indicates "Revision: 2", "Language: en-US", "Repository: Demo", and "Config: BaseConfiguration".

Move symbol label

- Use the **ALT key** when moving a label.
- Select the object, hold the ALT key down, click on the text and move the label to the preferred position.

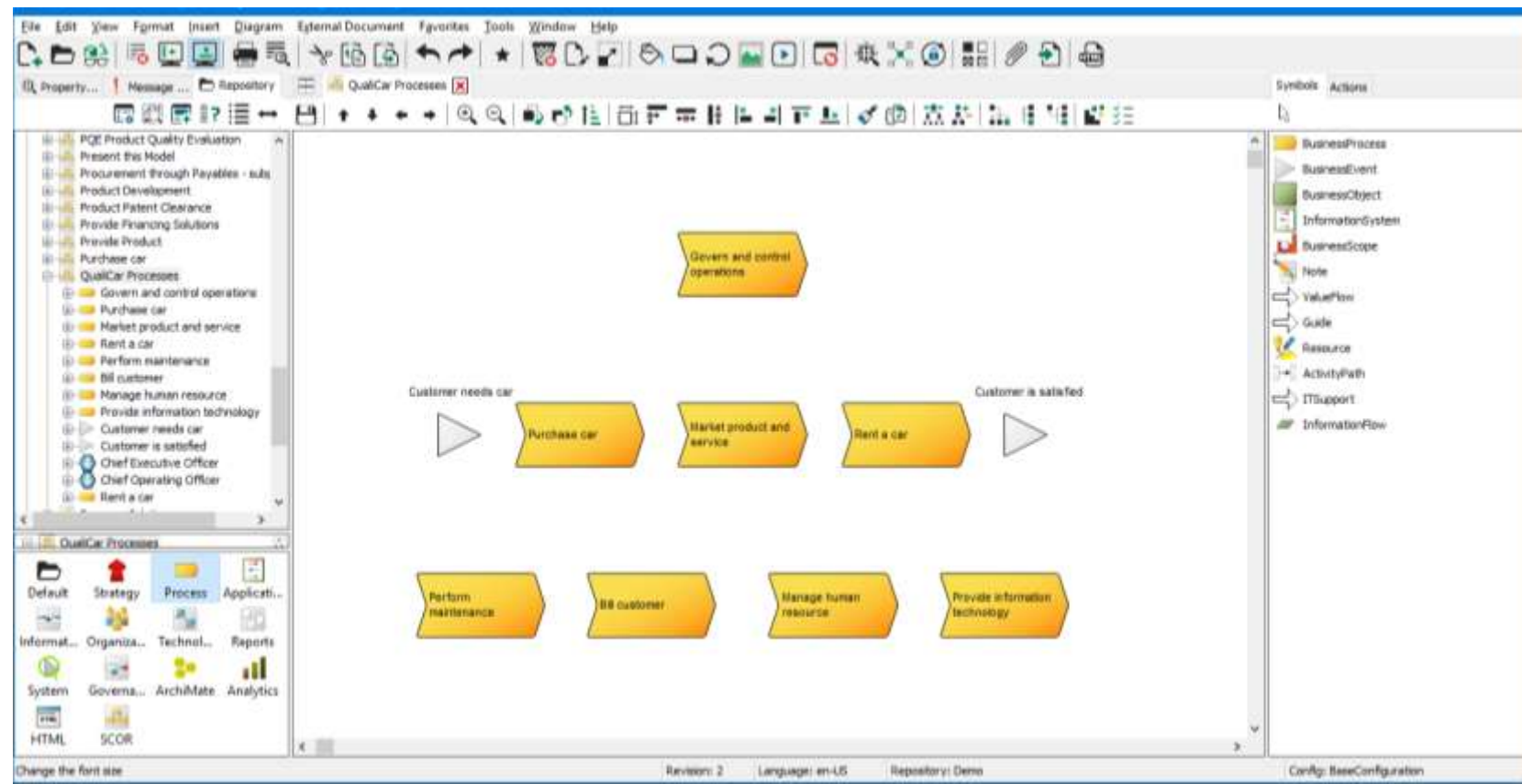




Demo – Draw a diagram

Exercise 2: Draw a diagram

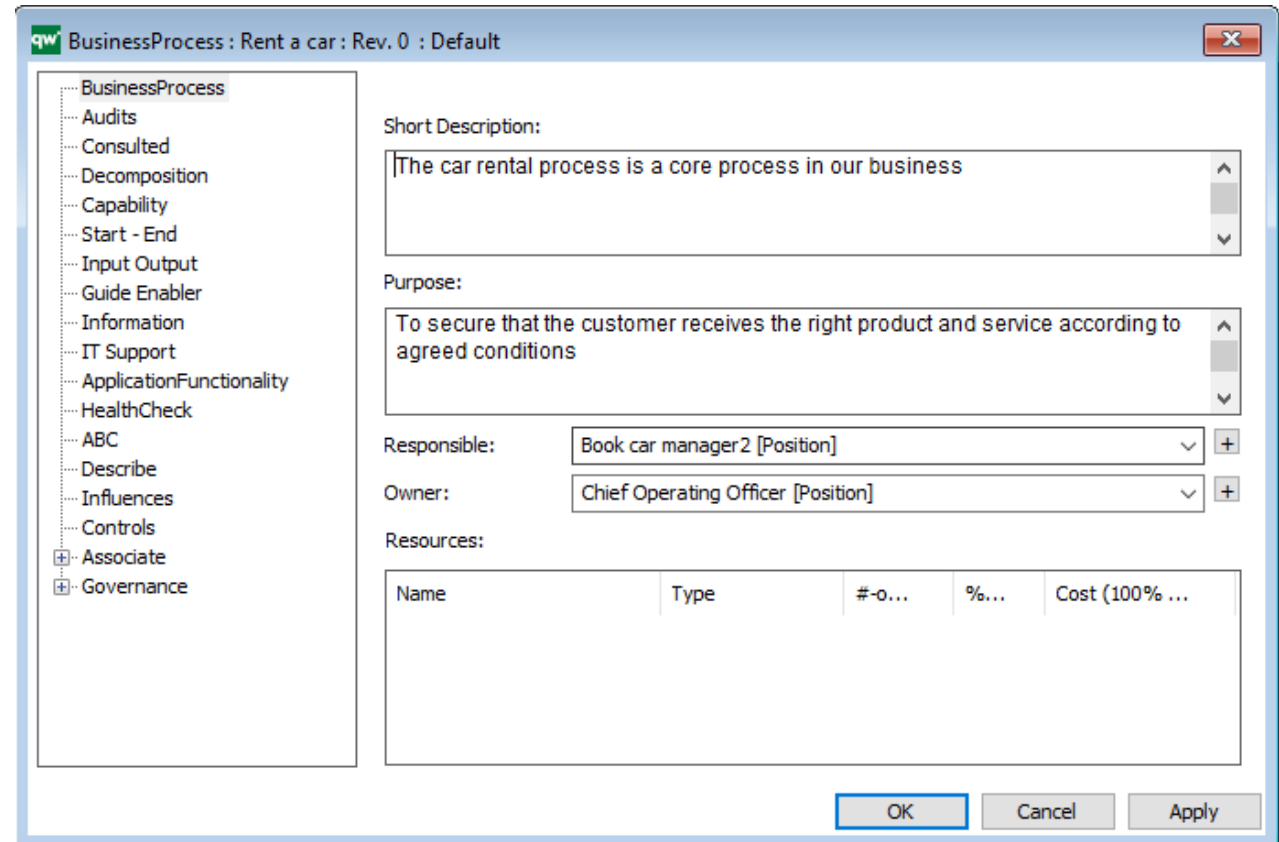
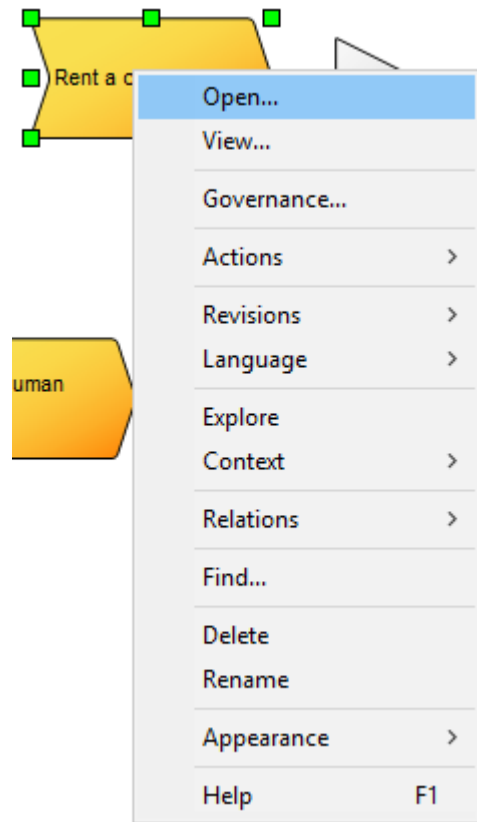
- **Purpose:** To learn how to draw a diagram with different symbols and get to know the most common editing commands. During the exercise you will also learn how to rename an object, delete an object and reuse an object.



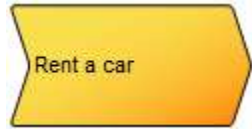
Describe a process

Describe a process

- To open the dialog for the component:
 - Select the symbol, right-click and click **Open...**
 - Select the symbol and press shortcut key **B**



Describe a process



Properties for BusinessProcess

BusinessProcess : Rent a car : Rev. 0 : Default

- BusinessProcess
- Audits
- Consulted
- Decomposition
- Capability
- Start - End
- Input Output
- Guide Enabler
- Information
- IT Support
- ApplicationFunctionality
- HealthCheck
- ABC
- Describe
- Influences
- Controls
- Associate
- Governance

Short Description:
The car rental process is a core process in our business

Purpose:
To secure that the customer receives the right product and service according to agreed conditions

Responsible: Rent a car Manager [Position]

Owner: Chief Operating Officer [Position]

Resources:

Name	Type	#-o...	%...	Cost (100% ...
------	------	--------	------	----------------

OK Cancel Apply



Short description
Text field



Purpose Text field



Responsible
Link to a person, role, org.unit, position

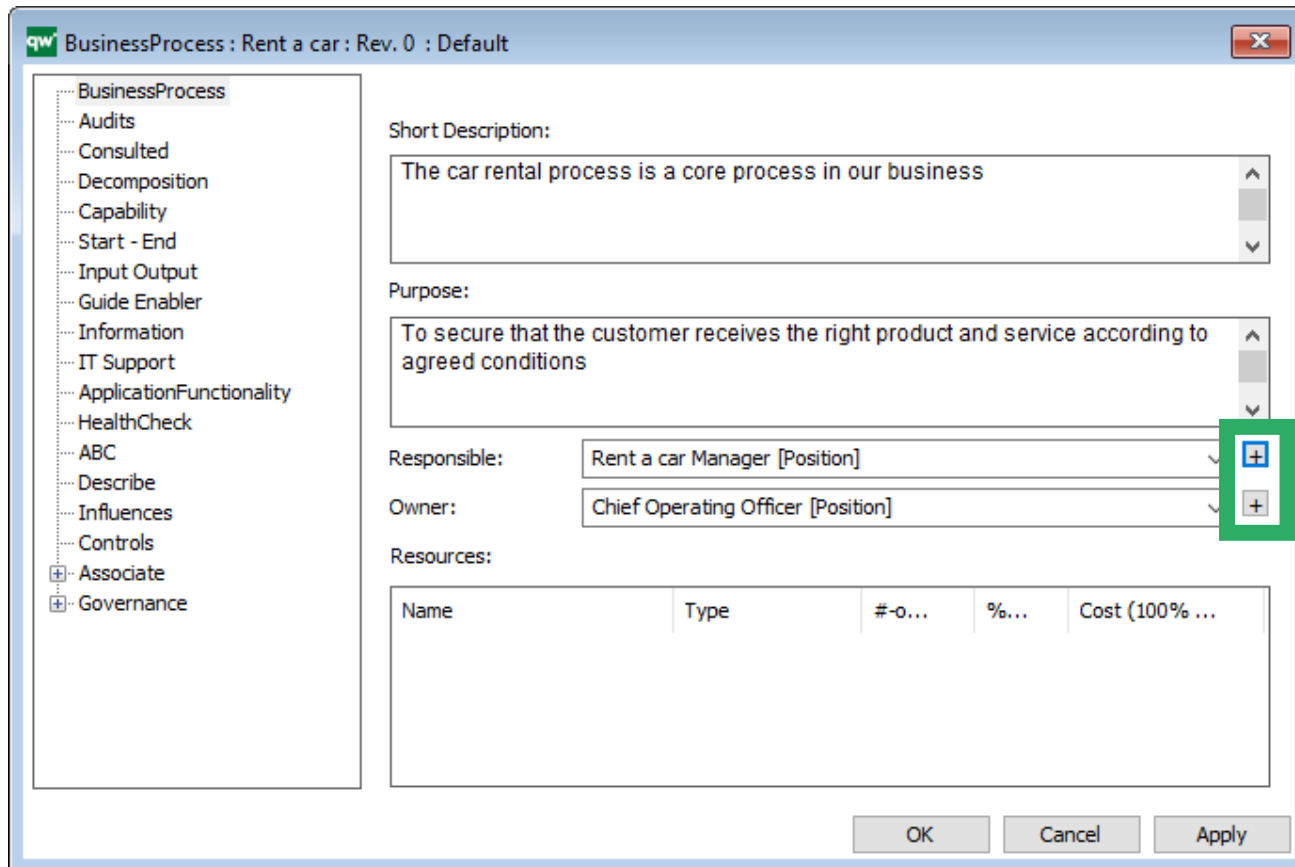


Resources
Link to a person, role, org.unit,
position, resource, business object

Select responsible for a process



Properties for BusinessProcess



BusinessProcess : Rent a car : Rev. 0 : Default

BusinessProcess

- Audits
- Consulted
- Decomposition
- Capability
- Start - End
- Input Output
- Guide Enabler
- Information
- IT Support
- ApplicationFunctionality
- HealthCheck
- ABC
- Describe
- Influences
- Controls
- Associate
- Governance

Short Description:
The car rental process is a core process in our business

Purpose:
To secure that the customer receives the right product and service according to agreed conditions

Responsible: Rent a car Manager [Position]

Owner: Chief Operating Officer [Position]

Resources:

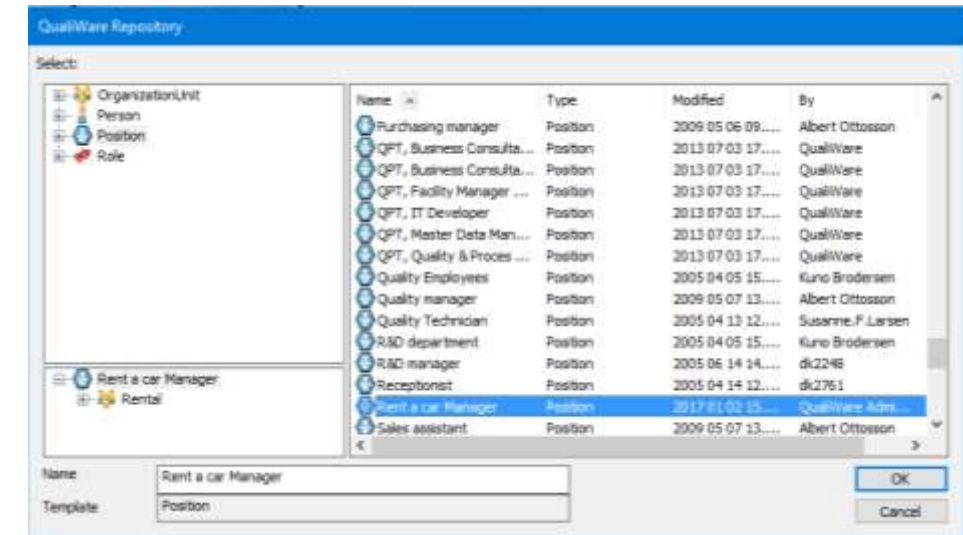
Name	Type	#-o...	%...	Cost (100% ...
------	------	--------	------	----------------

OK Cancel Apply

Press the + button to create a link to an object

Select a template

Select existing object or create a new



QualiWare Repository

Select:

- OrganizationUnit
- Person
- Position
- Role

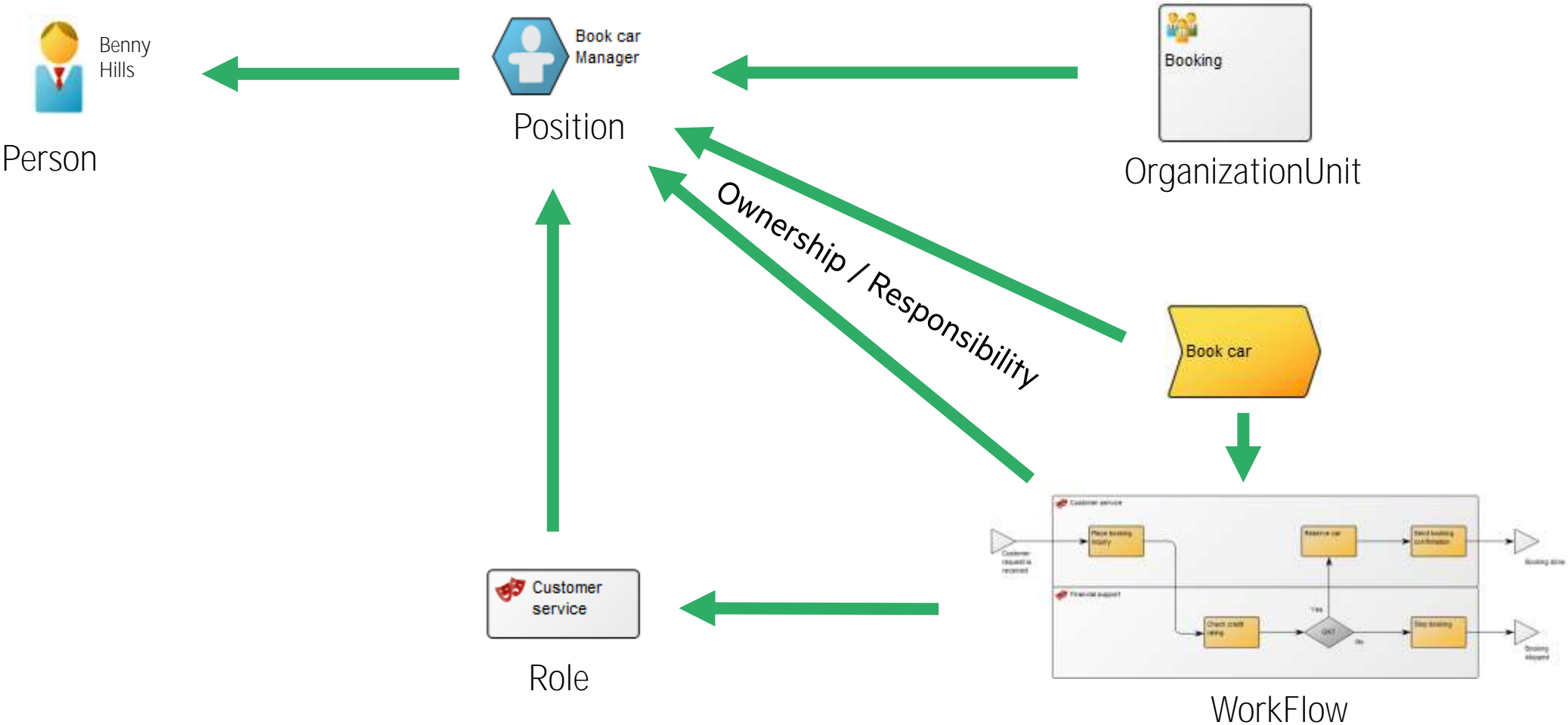
Name	Type	Modified	By
Purchasing manager	Position	2009 05 06 09:...	Albert Ottosson
QPT, Business Consulta...	Position	2013 07 03 17:...	QualiWare
QPT, Business Consulta...	Position	2013 07 03 17:...	QualiWare
QPT, Facility Manager ...	Position	2013 07 03 17:...	QualiWare
QPT, IT Developer	Position	2013 07 03 17:...	QualiWare
QPT, Master Data Man...	Position	2013 07 03 17:...	QualiWare
QPT, Quality & Proce...	Position	2013 07 03 17:...	QualiWare
Quality Employees	Position	2005 04 05 15:...	Kuno Brodersen
Quality manager	Position	2009 05 07 13:...	Albert Ottosson
Quality Technician	Position	2005 04 13 12:...	Susanne.F.Larsen
R&D department	Position	2005 04 05 15:...	Kuno Brodersen
R&D manager	Position	2005 06 14 14:...	dk2248
Receptionist	Position	2005 04 14 12:...	dk2761
Rent a car Manager	Position	2017 01 02 15:...	QualiWare Adm...
Sales assistant	Position	2009 05 07 13:...	Albert Ottosson

Name: Rent a car Manager

Template: Position

OK Cancel

Relations organization - process



Define resources for a process



Right click in the listview field, select
Insert

Select template

Select existing object or create a new one

Properties for BusinessProcess

QualiWare Repository

Select:

- BusinessRule
- Policy
- Principle:ArchiMate
- Regulation
- Requirement
- Requirement:ArchiMate

Name	Type	Modified	By
New Regulation	Regulation	2017 01 04 15...	QualiWare Admi...
Warranty act	Regulation	2016 12 29 13...	QualiWare Admi...
Auto rental legislation a...	Regulation	2016 12 29 13...	QualiWare Admi...
Contract law	Regulation	2016 12 29 13...	QualiWare Admi...
ISO 9001:2008	Regulation	2016 09 26 14...	QualiWare Admi...
Security standard	Regulation	2015 05 01 11...	Kuno Brodersen
ISO 11616:2012 - 8 Co...	Regulation	2015 04 30 22...	Kuno Brodersen
ISO 11616:2012 - 7 Rel...	Regulation	2015 04 30 22...	Kuno Brodersen
ISO 11616:2012 - 6.2...	Regulation	2015 04 30 22...	Kuno Brodersen
ISO 11616:2012 - 6.2...	Regulation	2015 04 30 22...	Kuno Brodersen
ISO 11616:2012 - 6.2...	Regulation	2015 04 30 22...	Kuno Brodersen
ISO 11616:2012 - 6.2...	Regulation	2015 04 30 22...	Kuno Brodersen
ISO 11616:2012 - 6.2...	Regulation	2015 04 30 22...	Kuno Brodersen
ISO 11616:2012 - 6.2...	Regulation	2015 04 30 22...	Kuno Brodersen
ISO 11616:2012 - 6.2 P...	Regulation	2015 04 30 22...	Kuno Brodersen

Name:

Template:

OK Cancel

BusinessProcess : Rent a car : Rev. 0 : Default

- Consulted
- Decomposition
- Capability
- Start - End
- Input Output
- Guide Enabler
- Information
- IT Support
- ApplicationFunctionality
- HealthCheck
- ABC
- Describe
- Influences
- Controls
- Associate
 - RelationContext
 - Strategy
 - Target
 - Performance
 - Compliance
 - Documents
 - InherentRisk
 - Other
- Governance

Compliance with:

Name	Type	W...	Pct Co...	Comment
Contract law	Regulation			
Auto rental legislation and regulation	Regulation			
Warranty act	Regulation			

Insert...
New

OK Cancel Apply

Relations between objects

BusinessProcess – tab 'BusinessProcess'

To access (open) a reference:

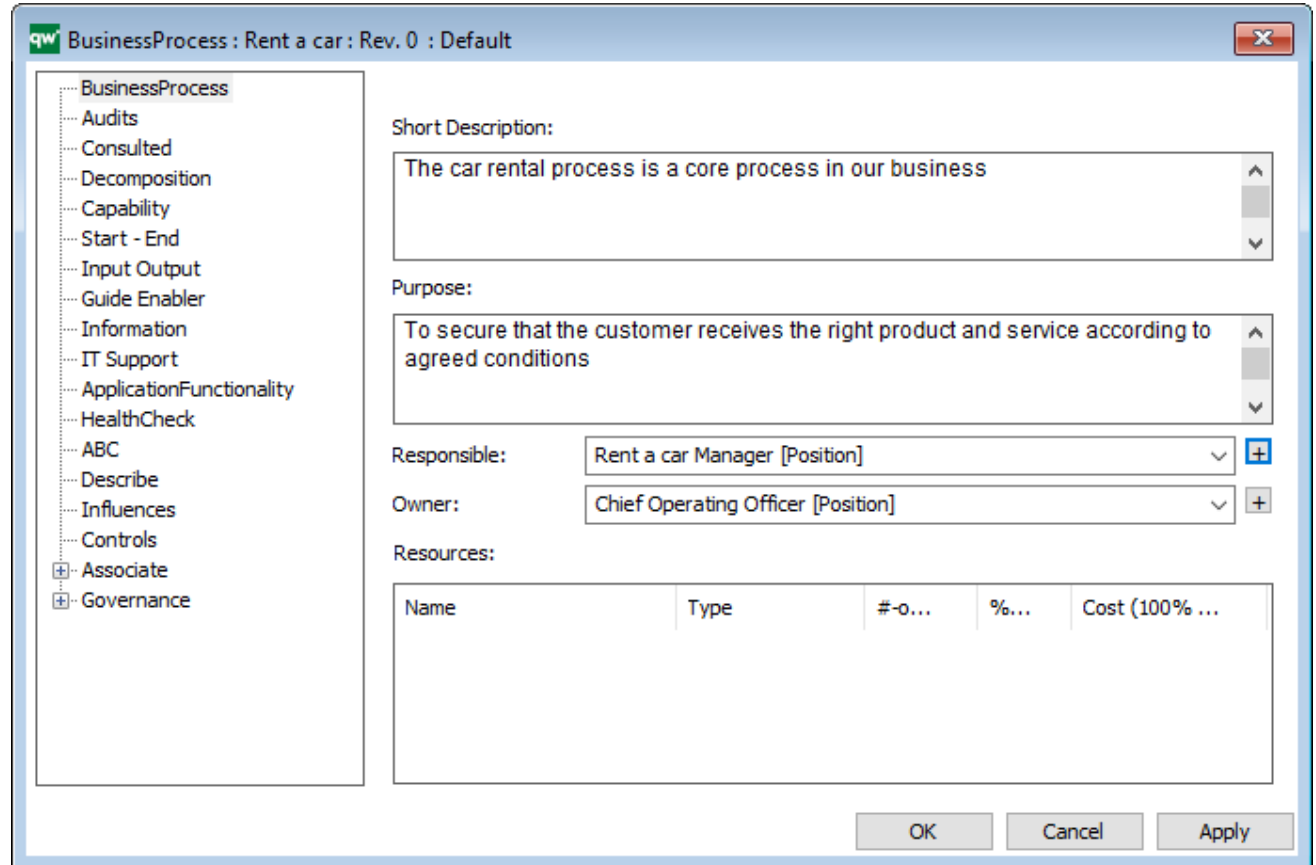
- Double-click (listviews)
- Press + button (single-links)

To delete the link to an object:

- Select and press DELETE (listviews)

Change the sequence of objects in a listview:

- Select and drag to the desired position



The screenshot shows a software window titled "BusinessProcess : Rent a car : Rev. 0 : Default". On the left is a tree view with the following items: BusinessProcess (selected), Audits, Consulted, Decomposition, Capability, Start - End, Input Output, Guide Enabler, Information, IT Support, ApplicationFunctionality, HealthCheck, ABC, Describe, Influences, Controls, Associate, and Governance. The main area contains the following fields:

- Short Description: The car rental process is a core process in our business
- Purpose: To secure that the customer receives the right product and service according to agreed conditions
- Responsible: Rent a car Manager [Position]
- Owner: Chief Operating Officer [Position]
- Resources: A table with columns: Name, Type, #-o..., %..., Cost (100% ...)

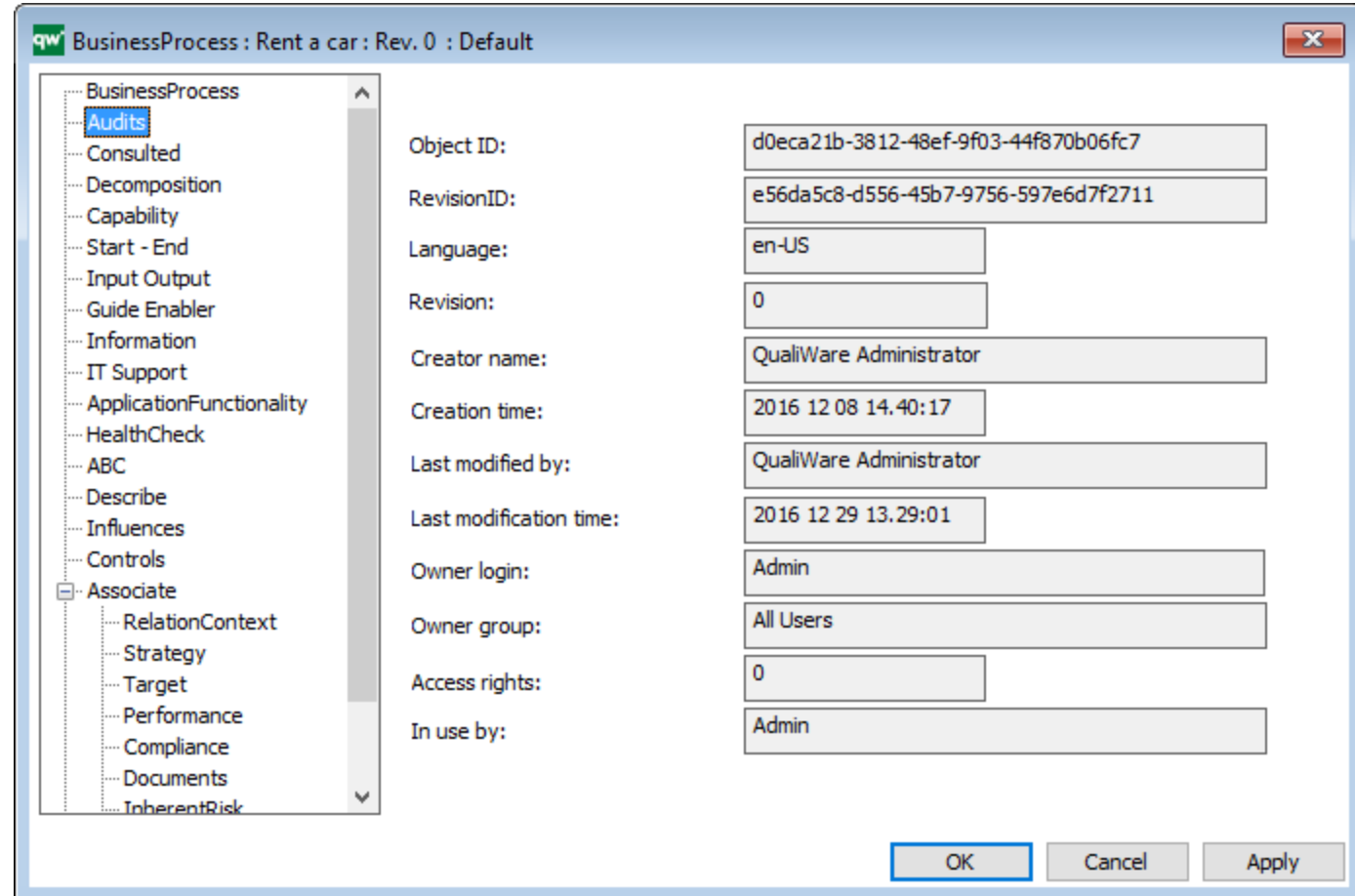
Buttons for OK, Cancel, and Apply are located at the bottom right.

Audit information

BusinessProcess – tab 'Audits'

Audit information about;

- Object ID
- Creator name and time
- Changed by and when
- Access rights
- Who uses the object now

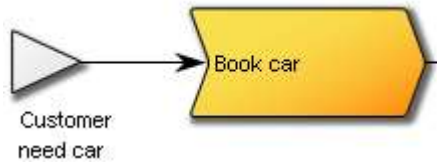


The screenshot shows a software window titled "BusinessProcess : Rent a car : Rev. 0 : Default". On the left is a tree view with "Audits" selected. On the right is a form with the following fields:

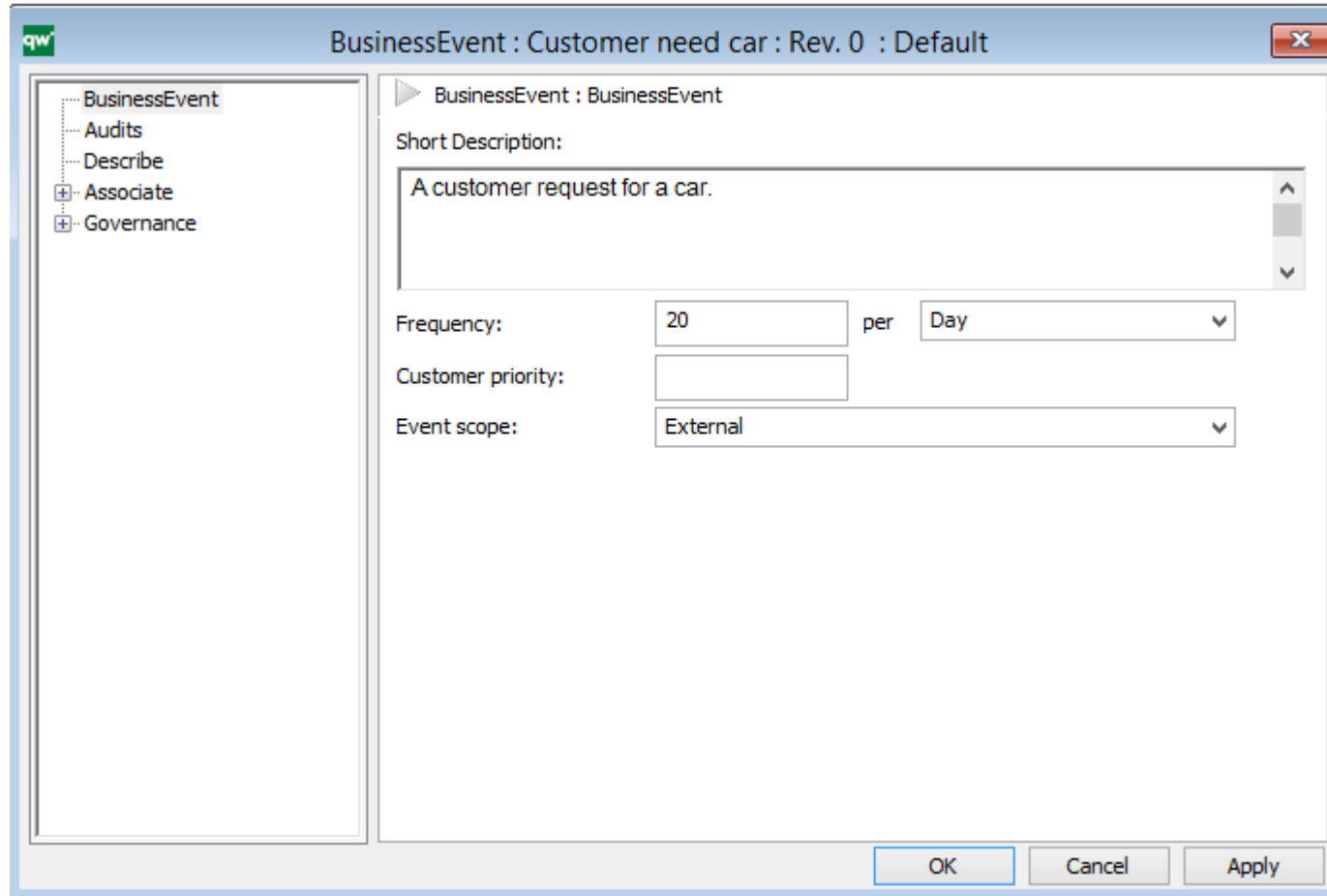
Object ID:	d0eca21b-3812-48ef-9f03-44f870b06fc7
RevisionID:	e56da5c8-d556-45b7-9756-597e6d7f2711
Language:	en-US
Revision:	0
Creator name:	QualiWare Administrator
Creation time:	2016 12 08 14.40:17
Last modified by:	QualiWare Administrator
Last modification time:	2016 12 29 13.29:01
Owner login:	Admin
Owner group:	All Users
Access rights:	0
In use by:	Admin

At the bottom right are buttons for "OK", "Cancel", and "Apply".

BusinessEvent



Properties for BusinessEvent



BusinessEvent : Customer need car : Rev. 0 : Default

BusinessEvent : BusinessEvent

Short Description:
A customer request for a car.

Frequency: 20 per Day

Customer priority:

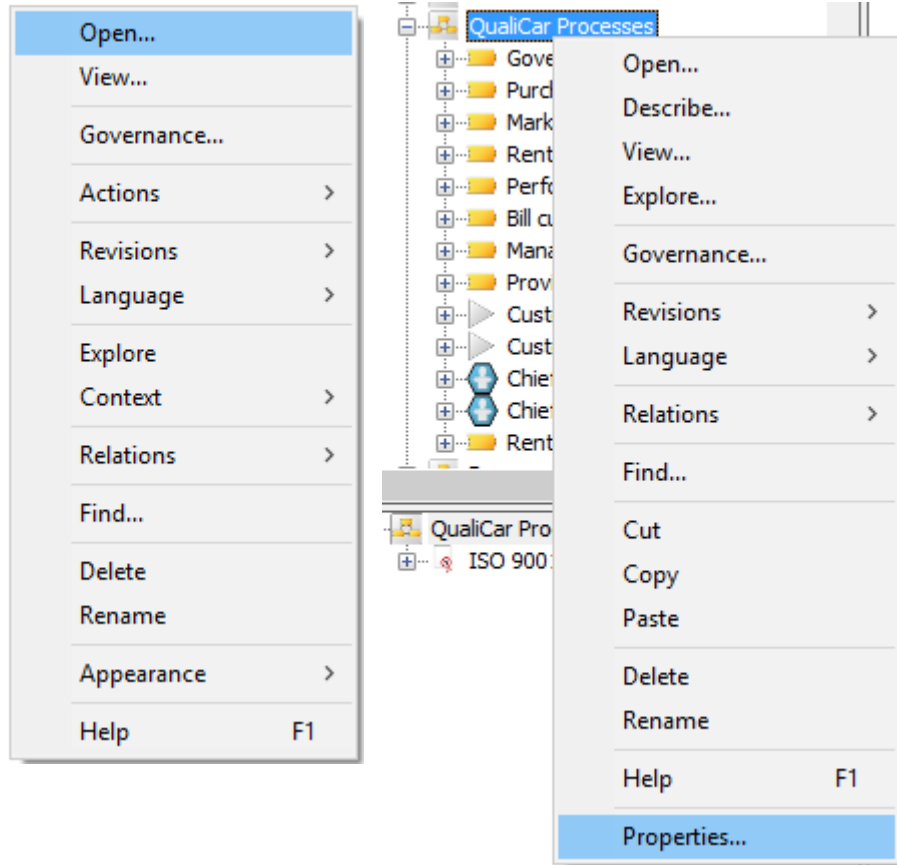
Event scope: External

OK Cancel Apply

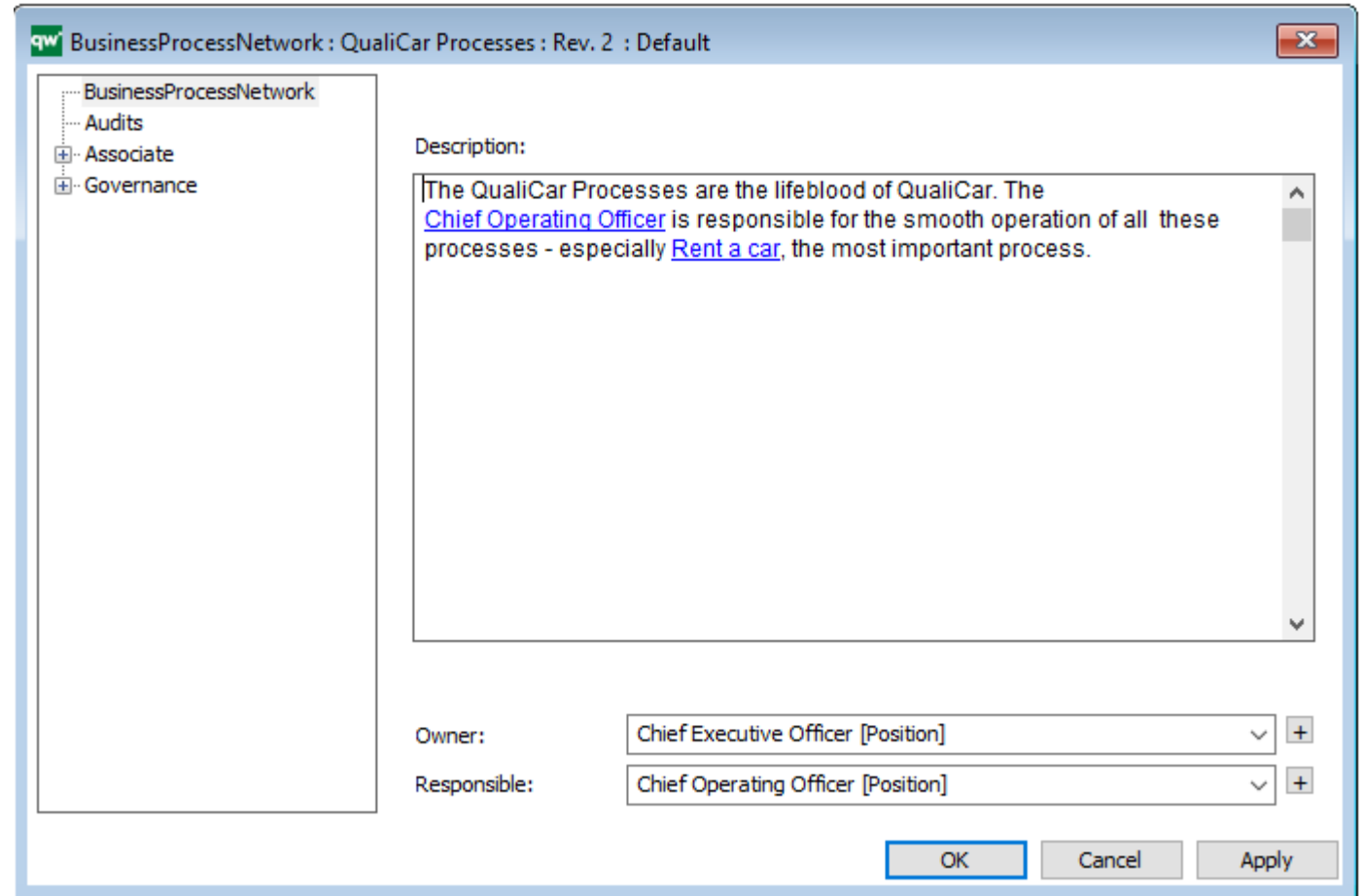
- Short description
- Frequency
- Priority
- Type of scope

BusinessProcessNetwork

BusinessProcessNetwork



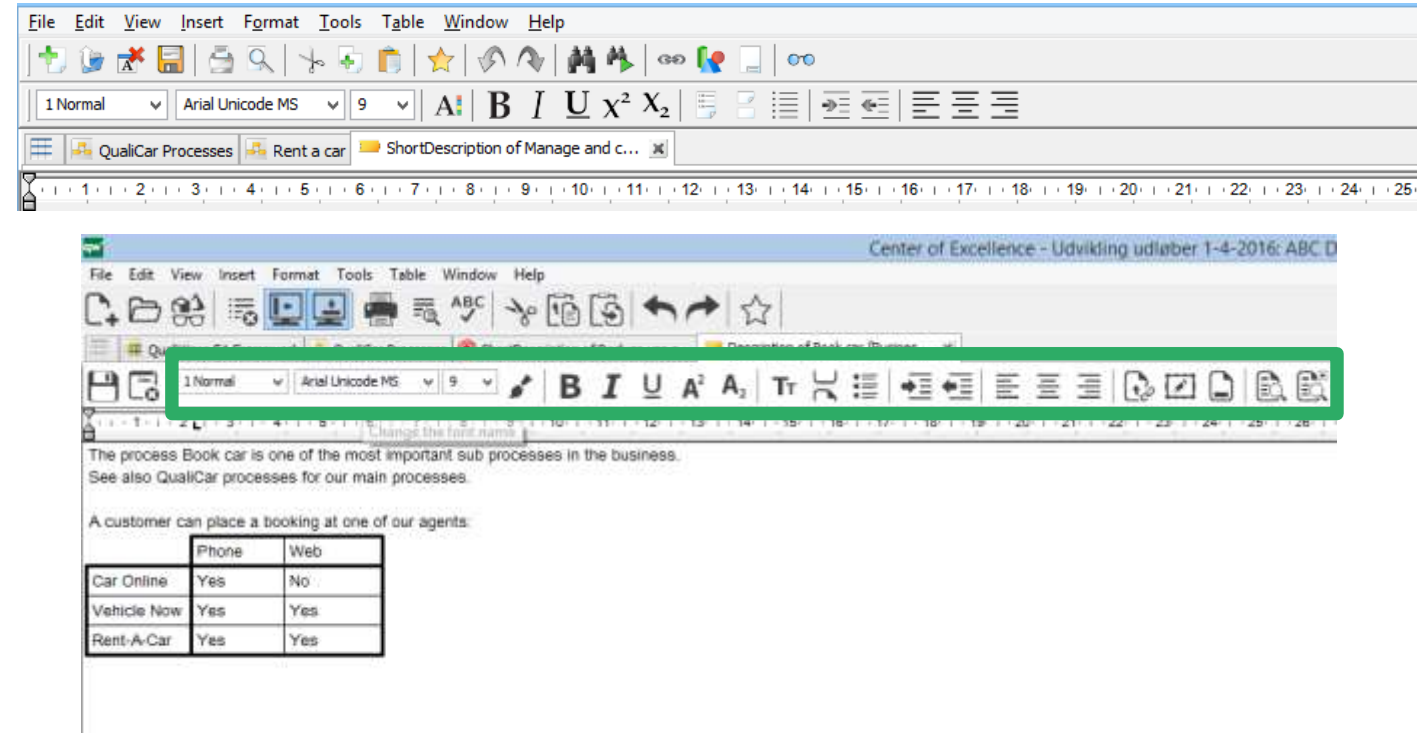
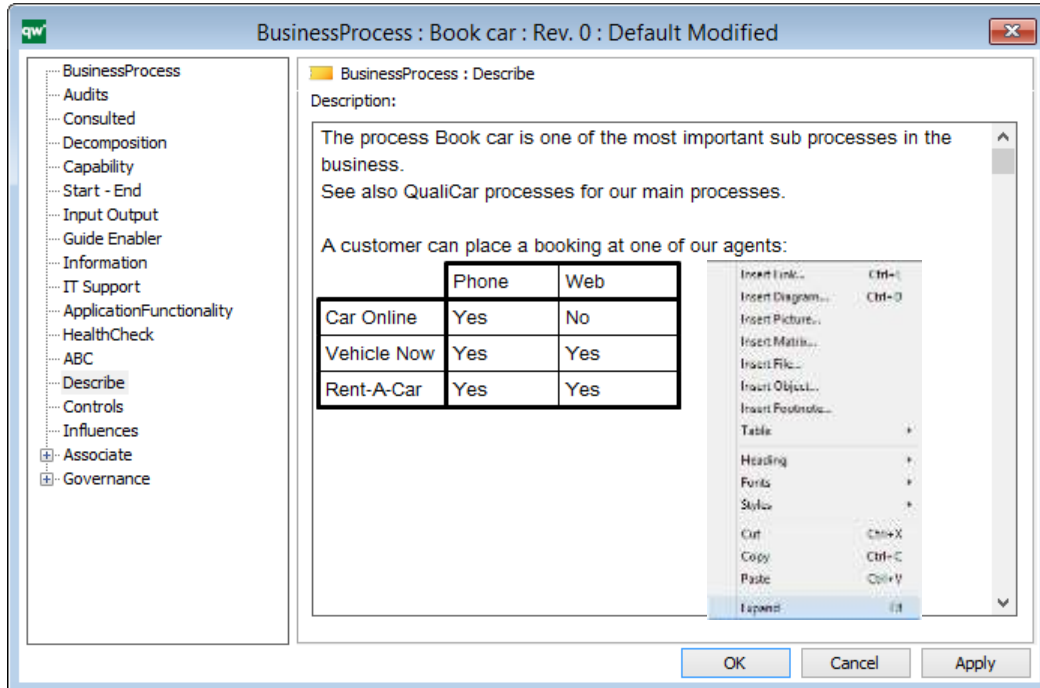
The screenshot shows the BusinessProcessNetwork interface. On the left, a tree view displays a hierarchy of folders: QualiCar Processes, QualiCar Pro, and ISO 900. The 'QualiCar Processes' folder is selected, and a context menu is open over it. This menu includes options like 'Open...', 'Describe...', 'View...', 'Explore...', 'Governance...', 'Revisions', 'Language', 'Relations', 'Find...', 'Cut', 'Copy', 'Paste', 'Delete', 'Rename', and 'Help' (F1). The 'Properties...' option is highlighted. To the left of the tree view, another context menu is visible, listing standard file operations such as 'Open...', 'View...', 'Governance...', 'Actions', 'Revisions', 'Language', 'Explore', 'Context', 'Relations', 'Find...', 'Delete', 'Rename', 'Appearance', and 'Help' (F1).



The screenshot shows the 'BusinessProcessNetwork : QualiCar Processes : Rev. 2 : Default' dialog box. The left pane shows a tree view with 'BusinessProcessNetwork', 'Audits', 'Associate', and 'Governance'. The 'Description' field contains the text: 'The QualiCar Processes are the lifeblood of QualiCar. The [Chief Operating Officer](#) is responsible for the smooth operation of all these processes - especially [Rent a car](#), the most important process.' Below the description, the 'Owner' is set to 'Chief Executive Officer [Position]' and the 'Responsible' is set to 'Chief Operating Officer [Position]'. The dialog box has 'OK', 'Cancel', and 'Apply' buttons at the bottom right.

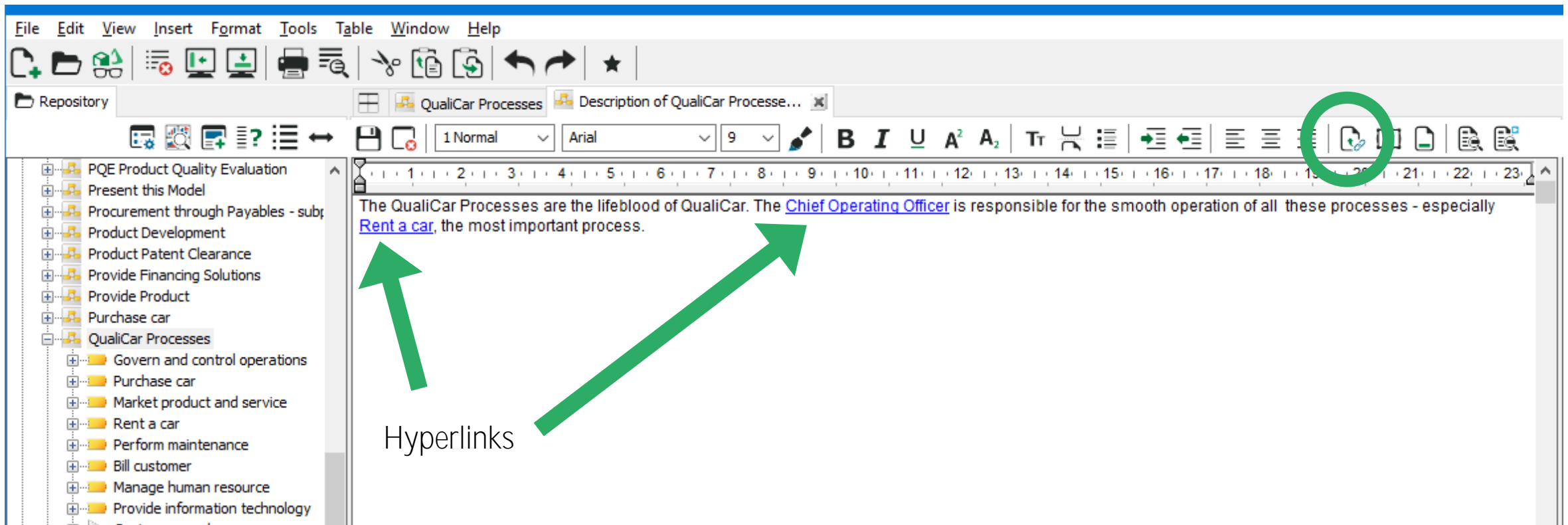
Expanded text editor

To expand a text field: Press **F8** or right click and select **Expand**



Hyperlinks in text fields

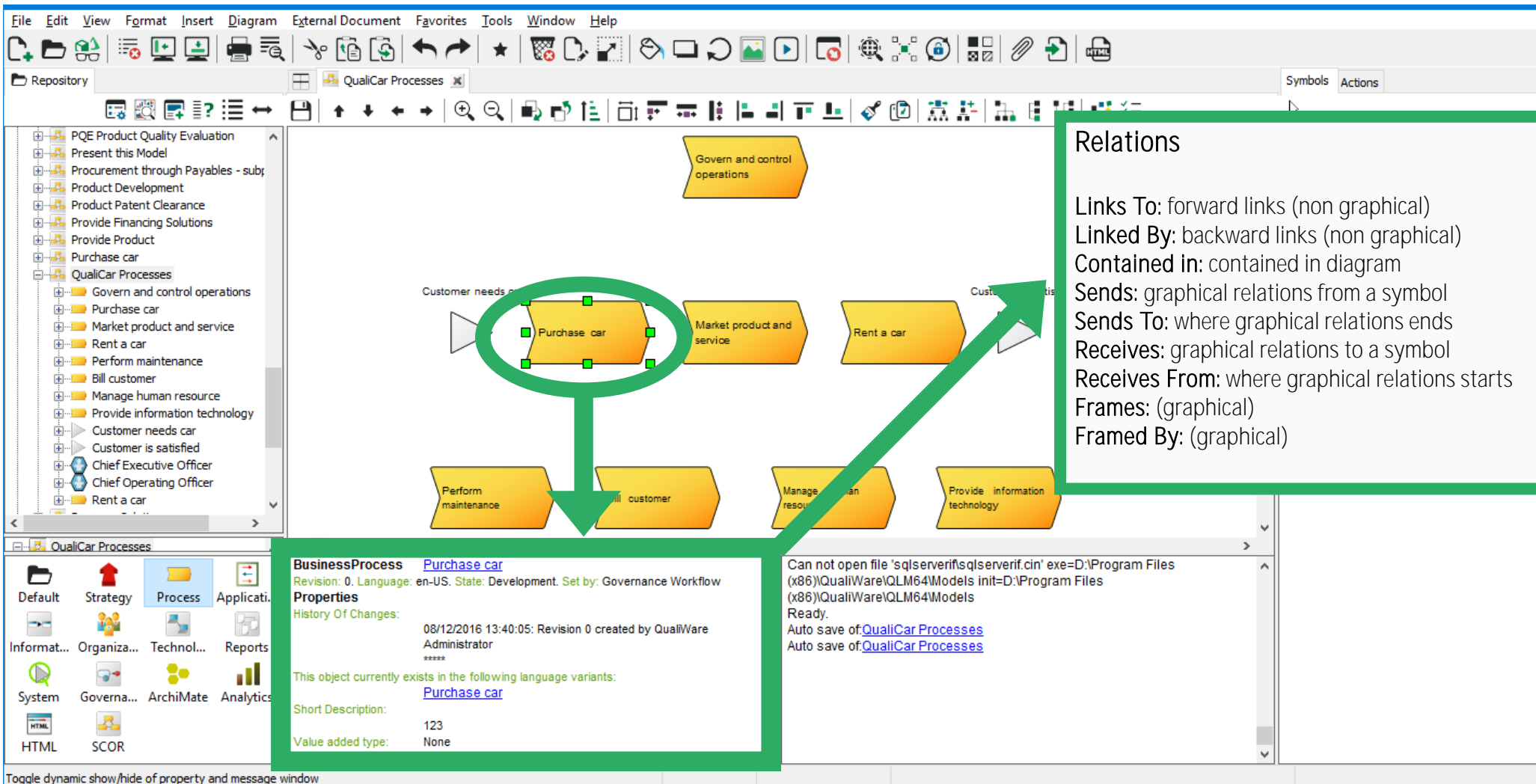
To create a hyperlink to an object;
use the button **Insert a hyperlink**
or press **Ctrl L**
or right click and select **Insert link**



The screenshot displays the Qualiware software interface. The main window shows a text editor with the following text: "The QualiCar Processes are the lifeblood of QualiCar. The [Chief Operating Officer](#) is responsible for the smooth operation of all these processes - especially [Rent a car](#), the most important process." The text "Chief Operating Officer" and "Rent a car" are underlined and blue, indicating they are hyperlinks. The left sidebar shows a tree view of the repository with "QualiCar Processes" selected. The top toolbar contains various icons, and the "Insert a hyperlink" icon (a document with a link) is circled in green. A green arrow points from the text "Hyperlinks" to the underlined text in the editor. Another green arrow points from the text "Hyperlinks" to the "Insert a hyperlink" button in the toolbar.

Property window

Click on the symbol to show the properties for the object and relations to other objects in the 'property window'



The screenshot displays the QualiWare interface. On the left is a tree view of the 'QualiCar Processes' repository. The main area shows a process diagram with several activity symbols. The 'Purchase car' symbol is highlighted with a green circle. A green arrow points from this symbol to the 'Property window' at the bottom. Another green arrow points from the 'Relations' box to the 'Purchase car' symbol. The 'Property window' shows details for the 'Purchase car' business process, including its revision, language, state, and history of changes. The 'Relations' box lists various relationship types such as 'Links To', 'Linked By', 'Contained In', 'Sends', 'Sends To', 'Receives', 'Receives From', 'Frames', and 'Framed By'.

Relations

- Links To: forward links (non graphical)
- Linked By: backward links (non graphical)
- Contained In: contained in diagram
- Sends: graphical relations from a symbol
- Sends To: where graphical relations ends
- Receives: graphical relations to a symbol
- Receives From: where graphical relations starts
- Frames: (graphical)
- Framed By: (graphical)

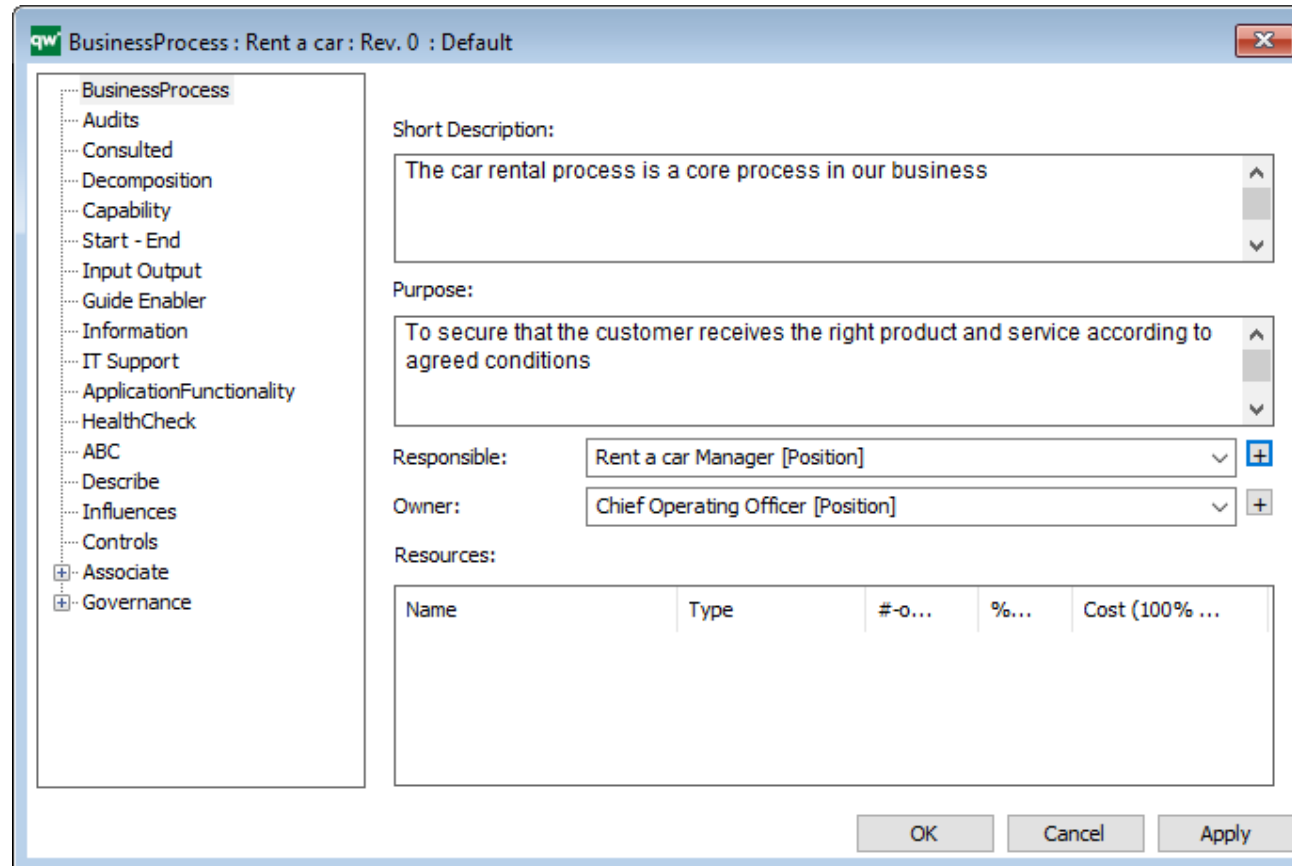
BusinessProcess [Purchase car](#)
Revision: 0, Language: en-US, State: Development, Set by: Governance Workflow
Properties
History Of Changes:
08/12/2016 13:40:05: Revision 0 created by QualiWare Administrator *****
This object currently exists in the following language variants:
[Purchase car](#)
Short Description: 123
Value added type: None



Demo – Describe a process

Exercise 3 – Describe symbols and diagrams

Purpose: Learn how to describe the properties of an object by adding text, create relations (links) to other objects.

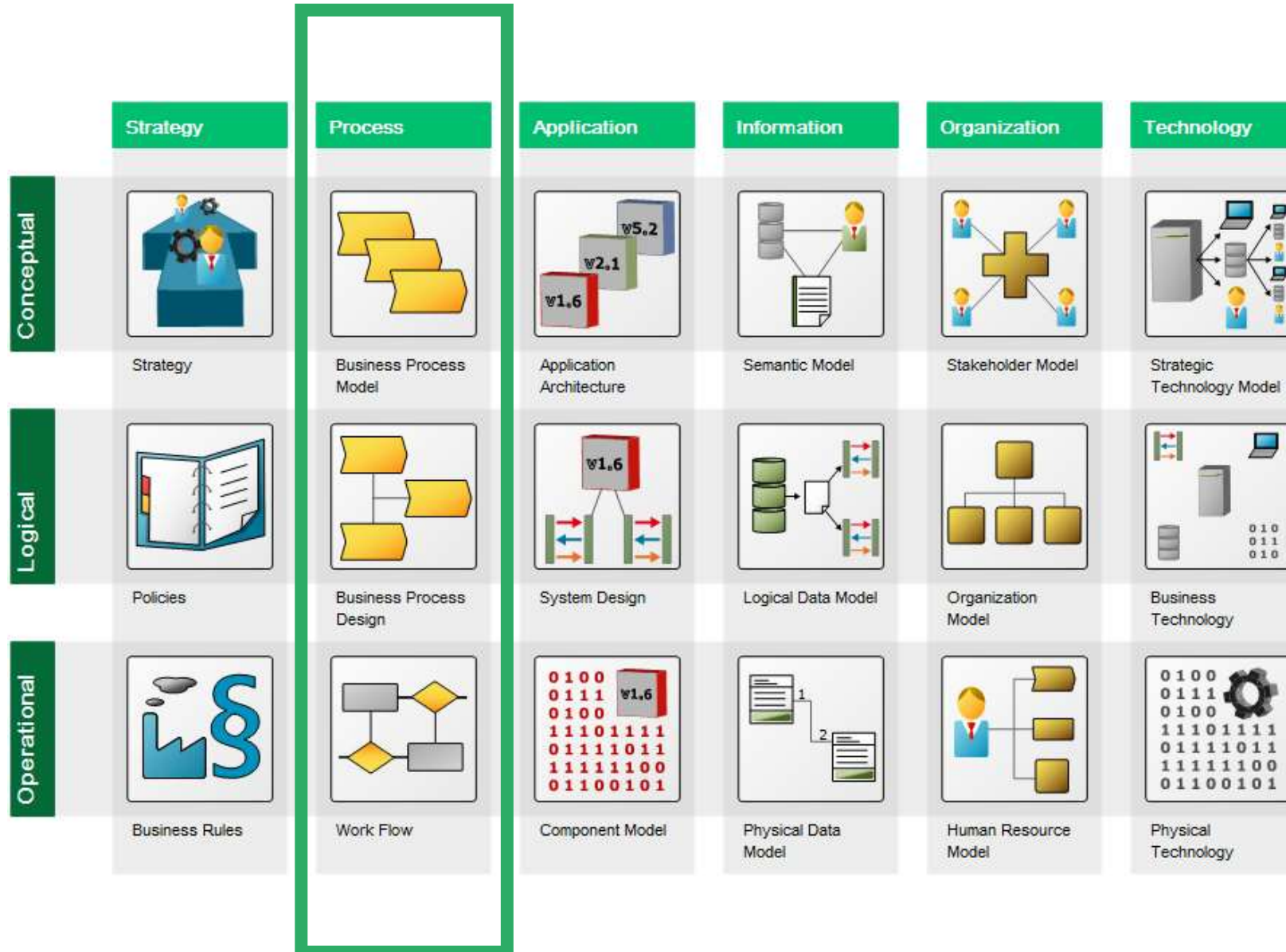


The screenshot shows a software window titled "BusinessProcess : Rent a car : Rev. 0 : Default". On the left is a tree view with categories like BusinessProcess, Audits, Consulted, Decomposition, Capability, Start - End, Input Output, Guide Enabler, Information, IT Support, ApplicationFunctionality, HealthCheck, ABC, Describe, Influences, Controls, Associate, and Governance. The main area contains several fields: "Short Description:" with the text "The car rental process is a core process in our business"; "Purpose:" with the text "To secure that the customer receives the right product and service according to agreed conditions"; "Responsible:" with a dropdown menu set to "Rent a car Manager [Position]"; and "Owner:" with a dropdown menu set to "Chief Operating Officer [Position]". Below these is a "Resources:" section with a table header: "Name", "Type", "#-o...", "%...", and "Cost (100% ...)". The table is currently empty. At the bottom are "OK", "Cancel", and "Apply" buttons.

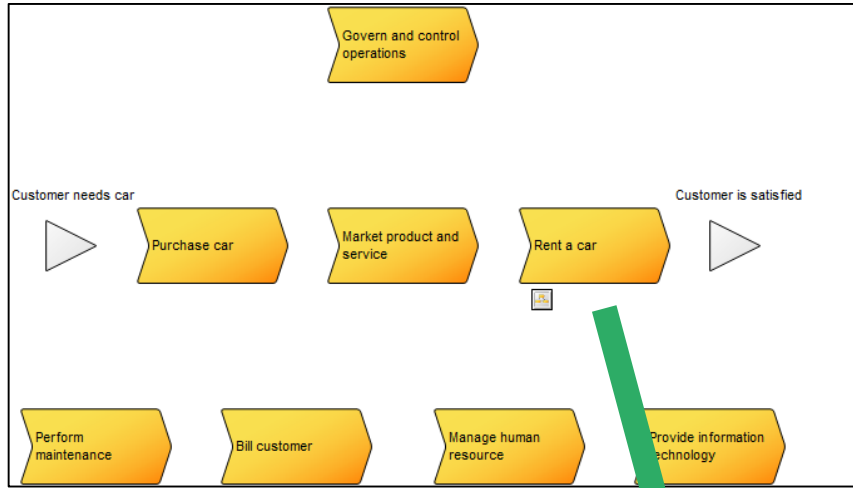
Name	Type	#-o...	%...	Cost (100% ...
------	------	--------	------	----------------

Create Decomposition

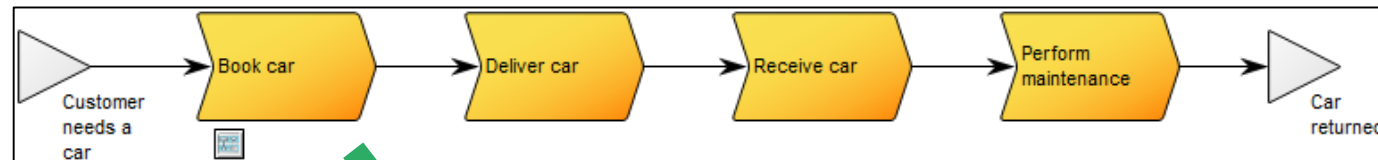
Linking across diagrams



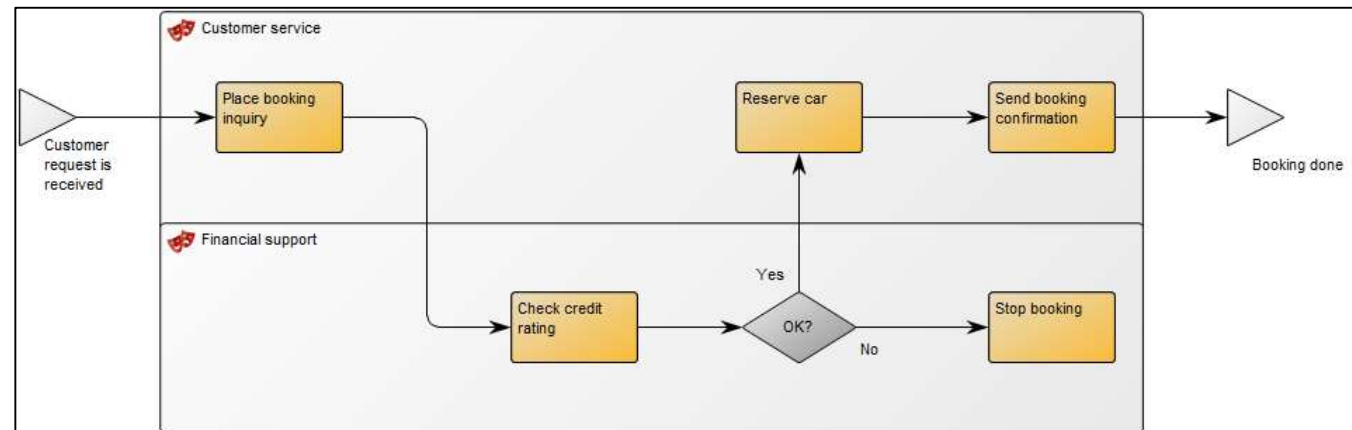
Zoom-in processes



Main processes break down to sub processes... (Breaks down to)

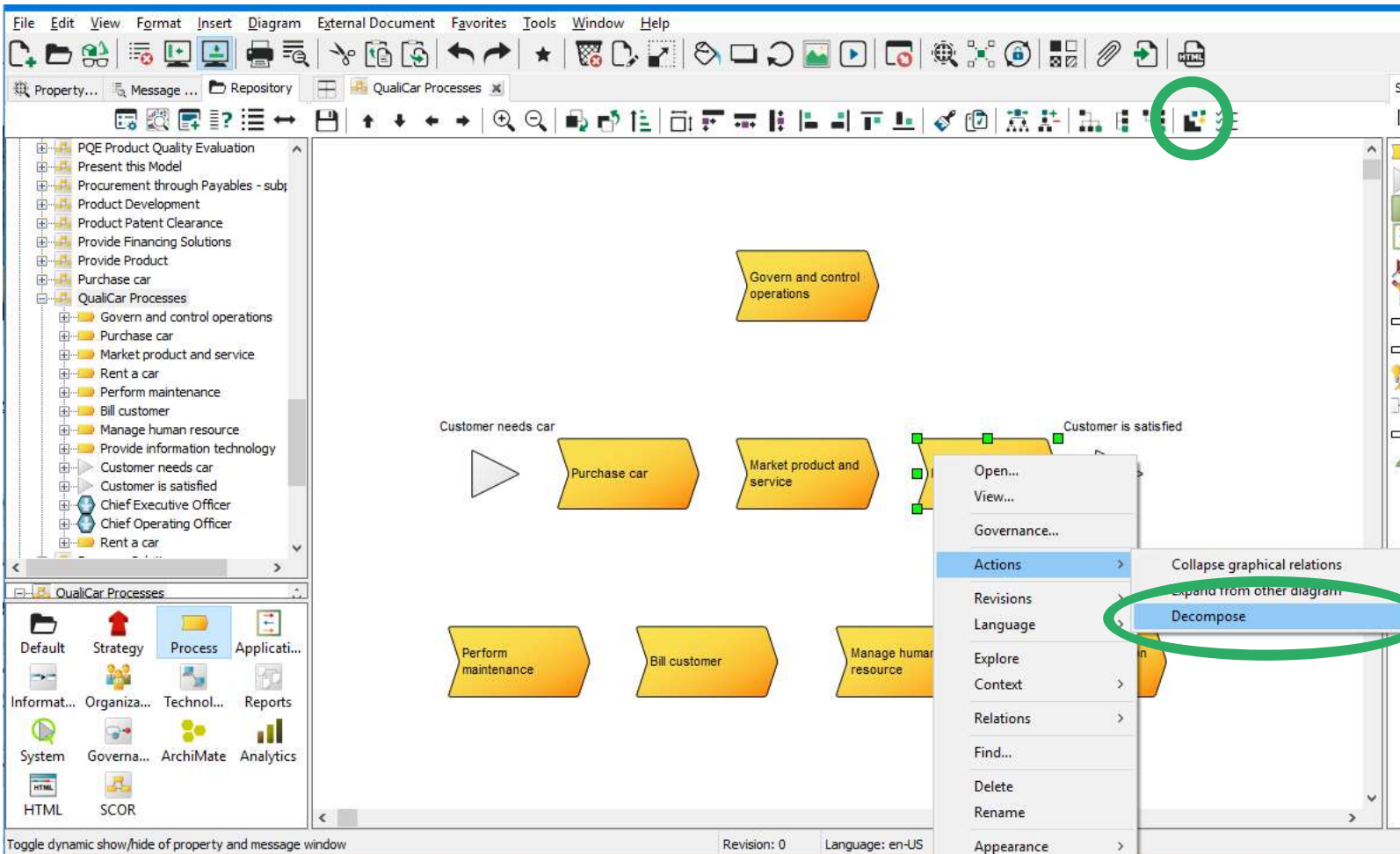


...and are visualized by workflow diagram (Visualized by work flow diagram)

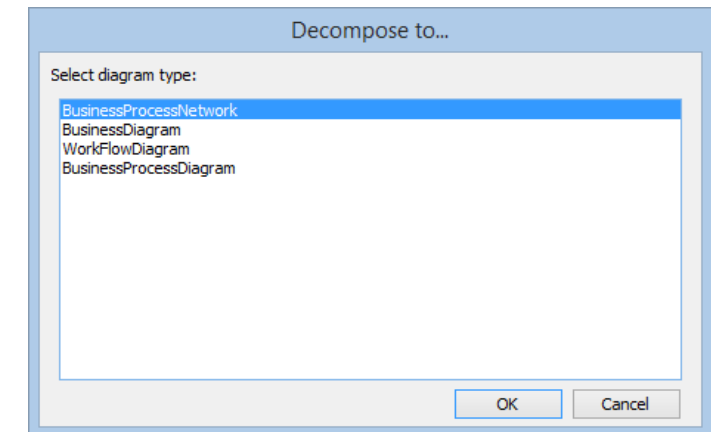


Decompose a process

Select an object, right click and select **Actions/Decompose** or use the **Decompose** button in the tool bar to break down a process into a new diagram



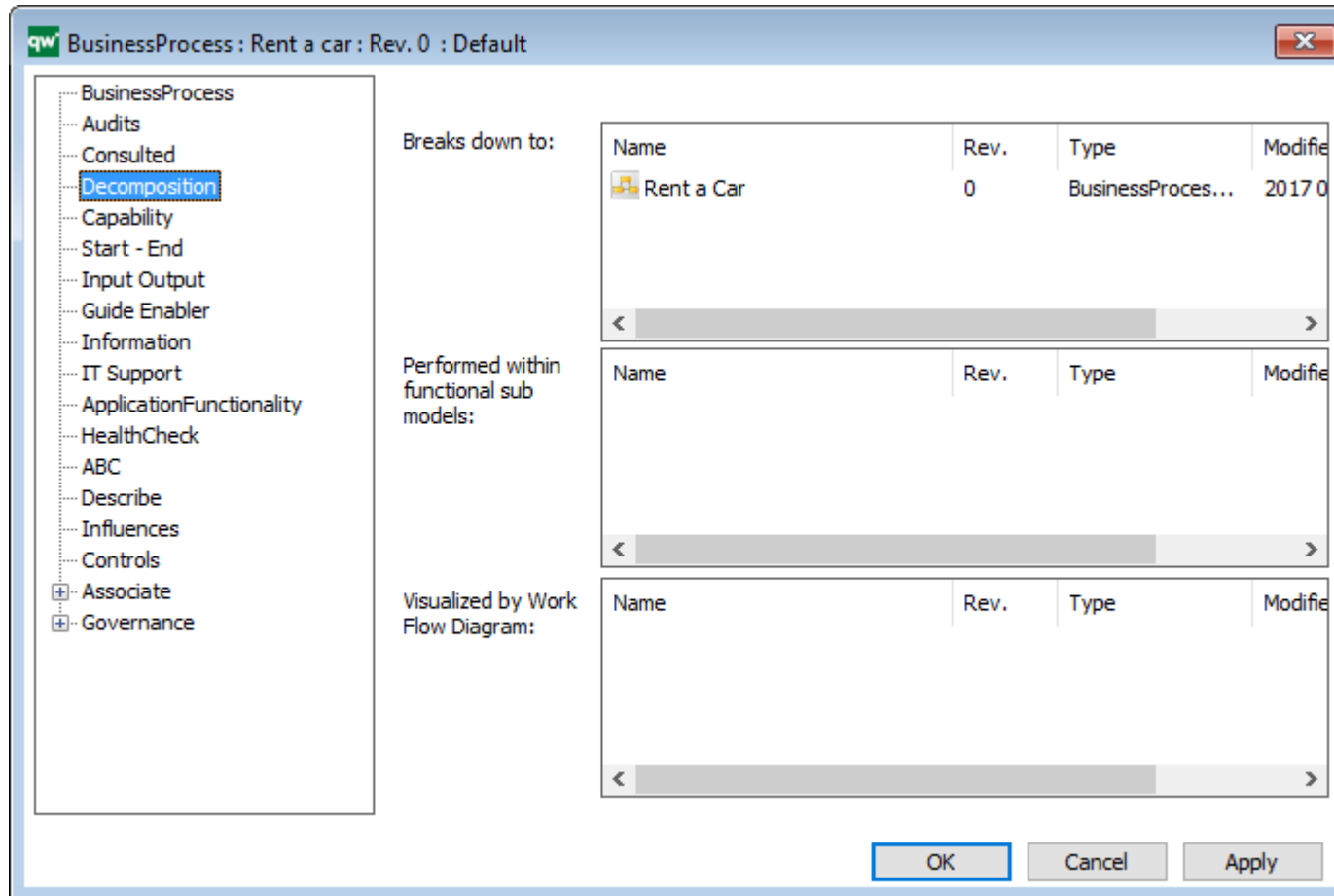
Select type of diagram for decomposing



Drill down processes




BusinessProcess – tab 'Decomposition'



BusinessProcess : Rent a car : Rev. 0 : Default

Breaks down to:

Name	Rev.	Type	Modifie
 Rent a Car	0	BusinessProces...	2017 0

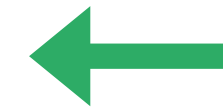
Performed within functional sub models:

Name	Rev.	Type	Modifie
------	------	------	---------

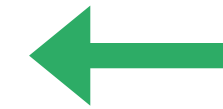
Visualized by Work Flow Diagram:

Name	Rev.	Type	Modifie
------	------	------	---------

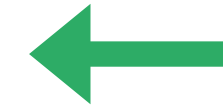
OK Cancel Apply



Breaks down to sub processes



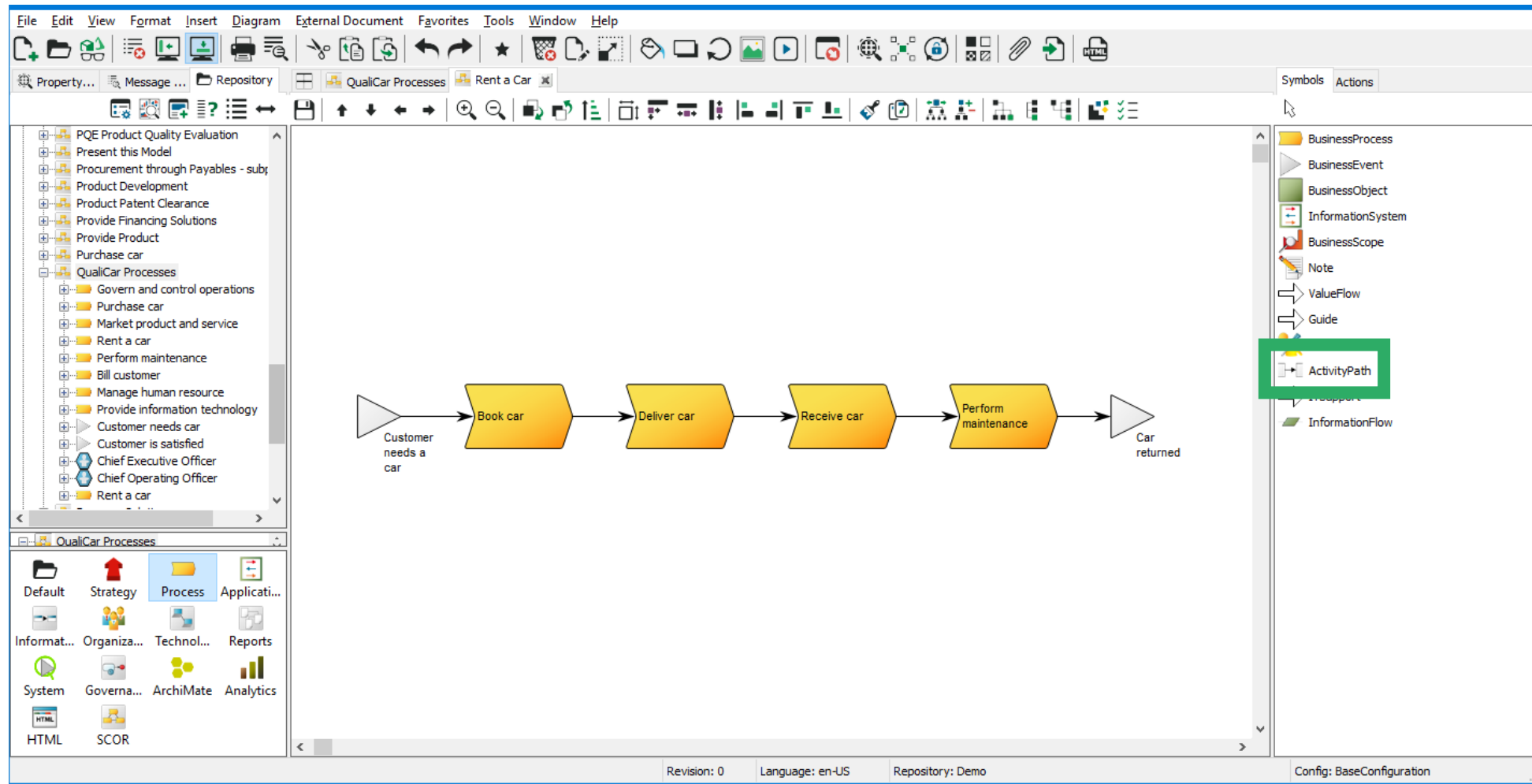
Breaks down to a functional model



Visualized by workflow

Draw relations

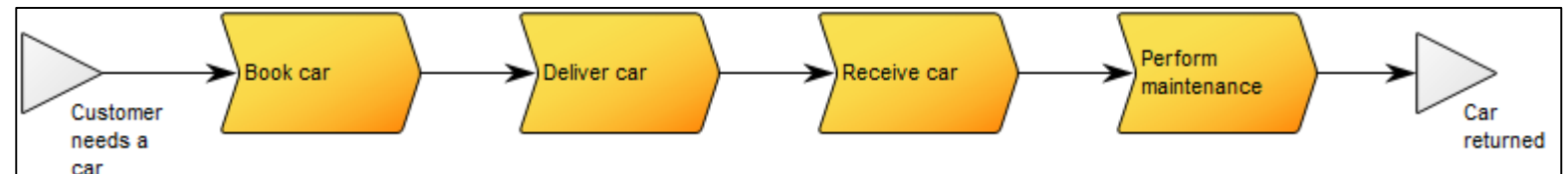
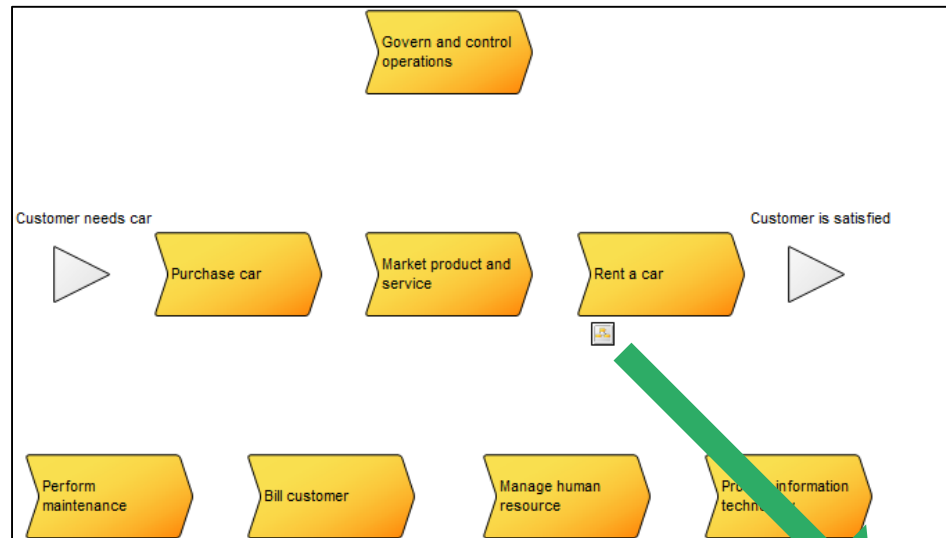
- Select a connector (ActivityPath)
- Click on the "from" symbol and then click on the "to" symbol



Demo – Create a decomposition

Exercise 4 – Create process hierarchy

Purpose: Learn how to create diagram hierarchies and relations between diagrams. We will also learn more about editing a diagram.

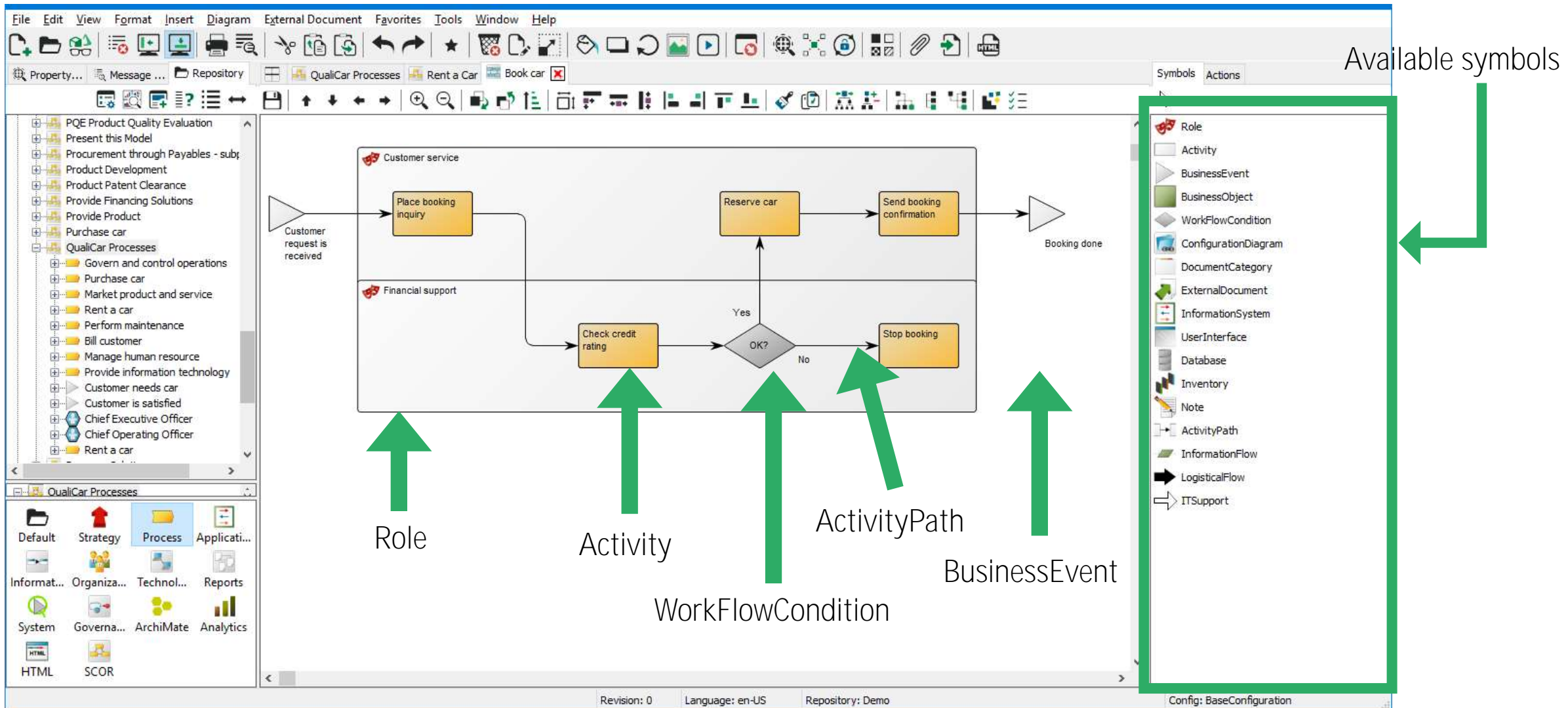




Workflows

Workflow

The diagram WorkFlowDiagram is used for describing activities



The screenshot displays the Qualiware software interface. The main workspace shows a workflow diagram for 'Rent a Car' with the following elements:

- Role:** 'Customer service' (represented by a red icon)
- Activity:** 'Place booking inquiry', 'Reserve car', 'Send booking confirmation', 'Check credit rating', and 'Stop booking' (represented by yellow boxes)
- WorkflowCondition:** 'OK?' (represented by a diamond)
- BusinessEvent:** 'Customer request is received' (represented by a triangle) and 'Booking done' (represented by a triangle)
- ActivityPath:** The flow lines connecting the activities and events

The 'Available symbols' palette on the right lists the following symbols:

- Role
- Activity
- BusinessEvent
- BusinessObject
- WorkFlowCondition
- ConfigurationDiagram
- DocumentCategory
- ExternalDocument
- InformationSystem
- UserInterface
- Database
- Inventory
- Note
- ActivityPath
- InformationFlow
- LogisticalFlow
- ITSupport

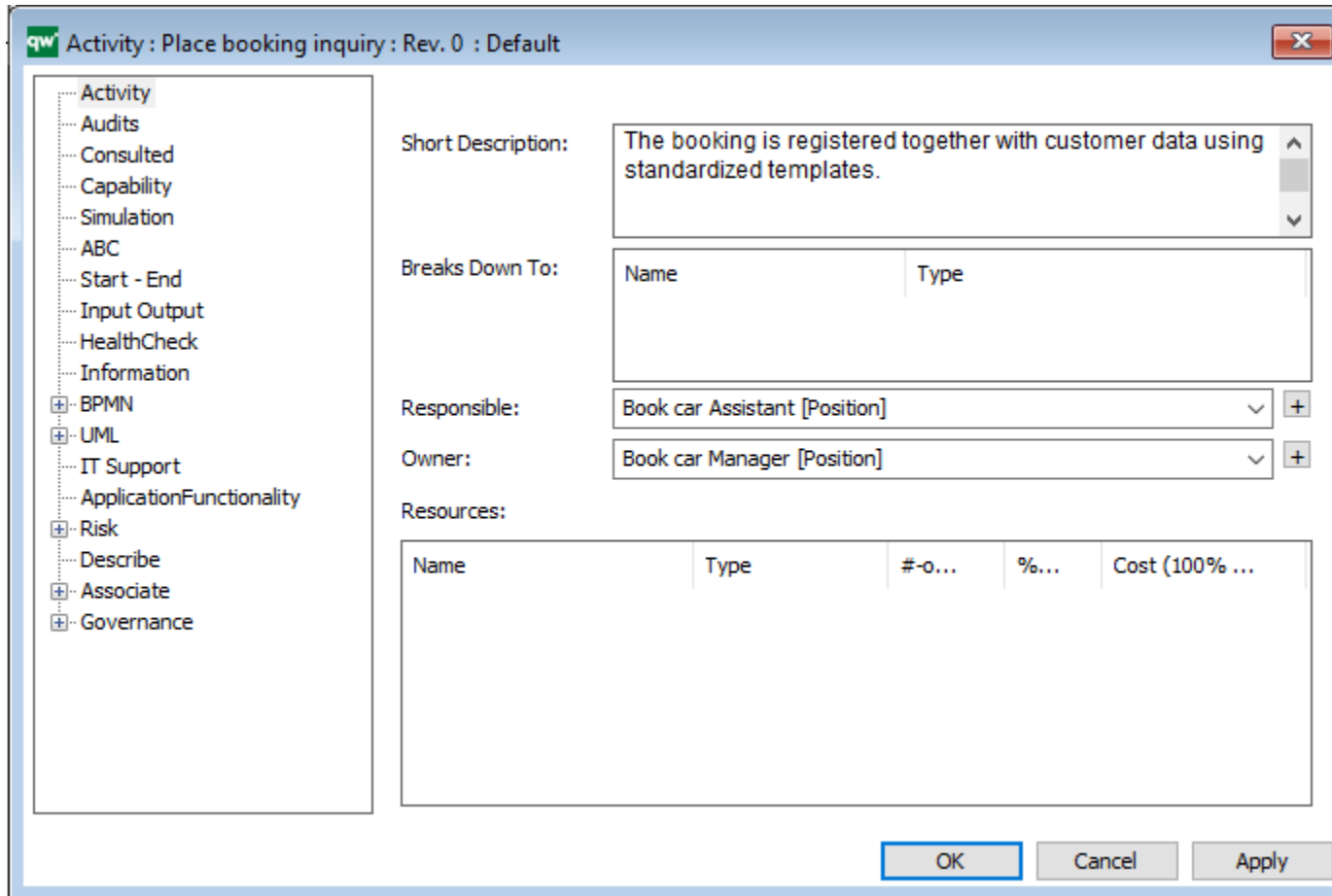
Green arrows point from the labels 'Role', 'Activity', 'WorkFlowCondition', 'ActivityPath', and 'BusinessEvent' to their corresponding symbols in the palette and their usage in the diagram.

Revision: 0 Language: en-US Repository: Demo Config: BaseConfiguration

Activity

Place booking inquiry

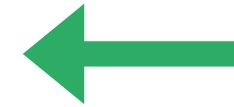
Properties for Activity



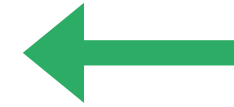
The screenshot shows a software dialog box titled "Activity : Place booking inquiry : Rev. 0 : Default". On the left is a tree view with categories like Audits, Consulted, Capability, Simulation, ABC, Start - End, Input Output, HealthCheck, Information, BPMN, UML, IT Support, ApplicationFunctionality, Risk, Describe, Associate, and Governance. The main area contains several fields: "Short Description" with a text area containing "The booking is registered together with customer data using standardized templates."; "Breaks Down To" with a table with columns "Name" and "Type"; "Responsible" and "Owner" with dropdown menus set to "Book car Assistant [Position]" and "Book car Manager [Position]" respectively; and "Resources" with a table with columns "Name", "Type", "#-o...", "%...", and "Cost (100% ...)". At the bottom are "OK", "Cancel", and "Apply" buttons.



Short description



Breaks down to Links to WorkflowDiagram, BusinessProcessDiagram etc.



Responsible Owner

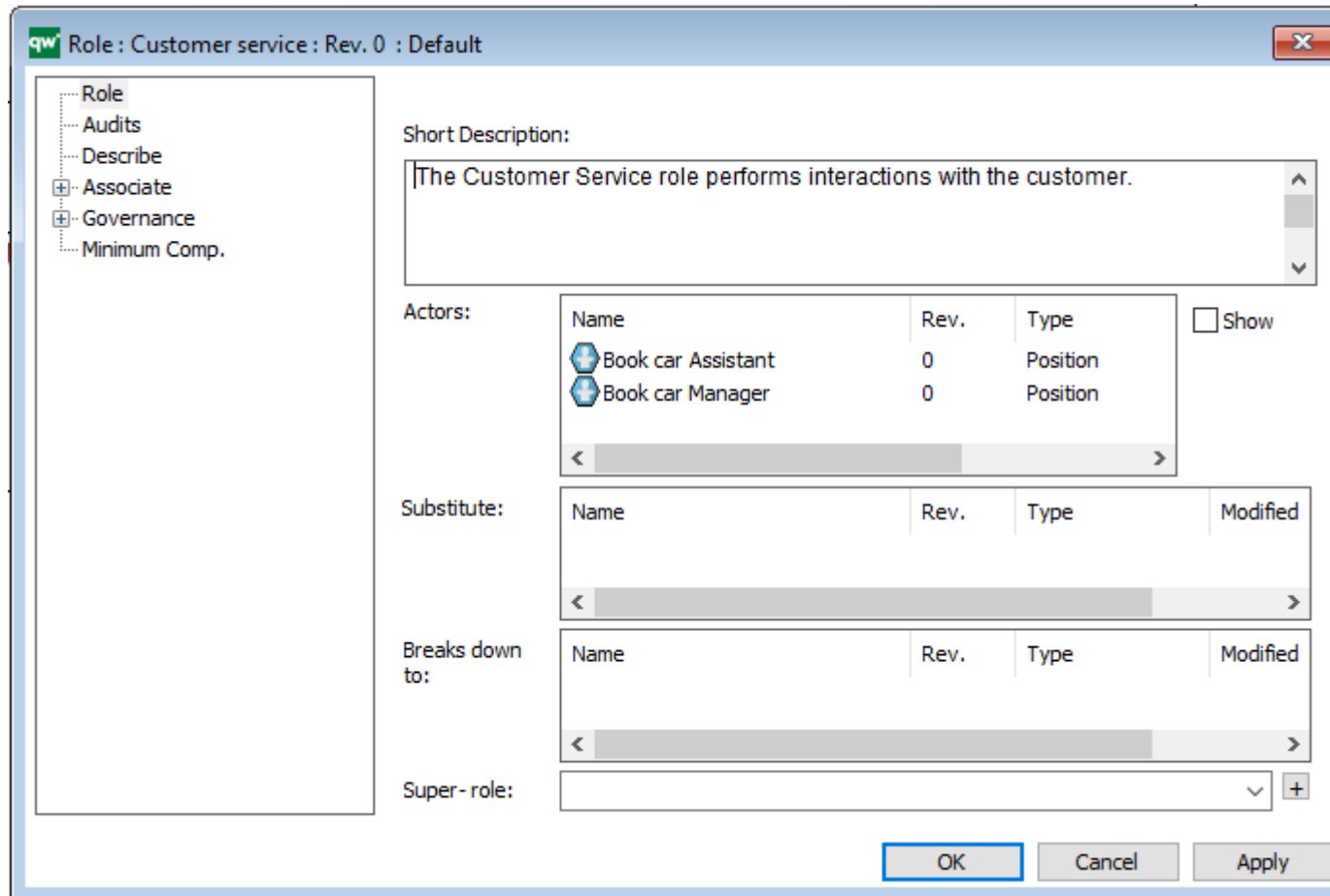


Resources
Links to Person, Position etc.

Role



Properties for Role



Role : Customer service : Rev. 0 : Default

Role

- Audits
- Describe
- Associate
- Governance
- Minimum Comp.

Short Description:

The Customer Service role performs interactions with the customer.

Actors:

Name	Rev.	Type	Show
Book car Assistant	0	Position	<input type="checkbox"/>
Book car Manager	0	Position	<input type="checkbox"/>

Substitute:

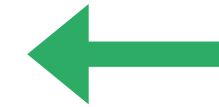
Name	Rev.	Type	Modified
------	------	------	----------

Breaks down to:

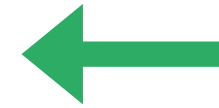
Name	Rev.	Type	Modified
------	------	------	----------

Super-role:

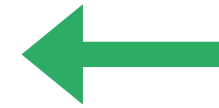
OK Cancel Apply



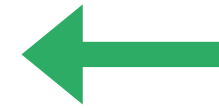
Short description



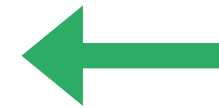
Actors
Link to Position,
OrganizationUnit etc.



Substitute e.g. IT-system



Sub roles



Super role

WorkFlowDiagram



qw WorkflowDiagram : Book car : Rev. 0 : Default

- WorkflowDiagram
 - Audits
 - Describe
 - Associate
 - Governance

Total cost: Cost unit:

Total Duration: Time unit: Day

Standard deviation:

Owner: Rent a car Manager [Position]

Responsible: Book car Manager [Position]

Name	Rev.	Type
------	------	------

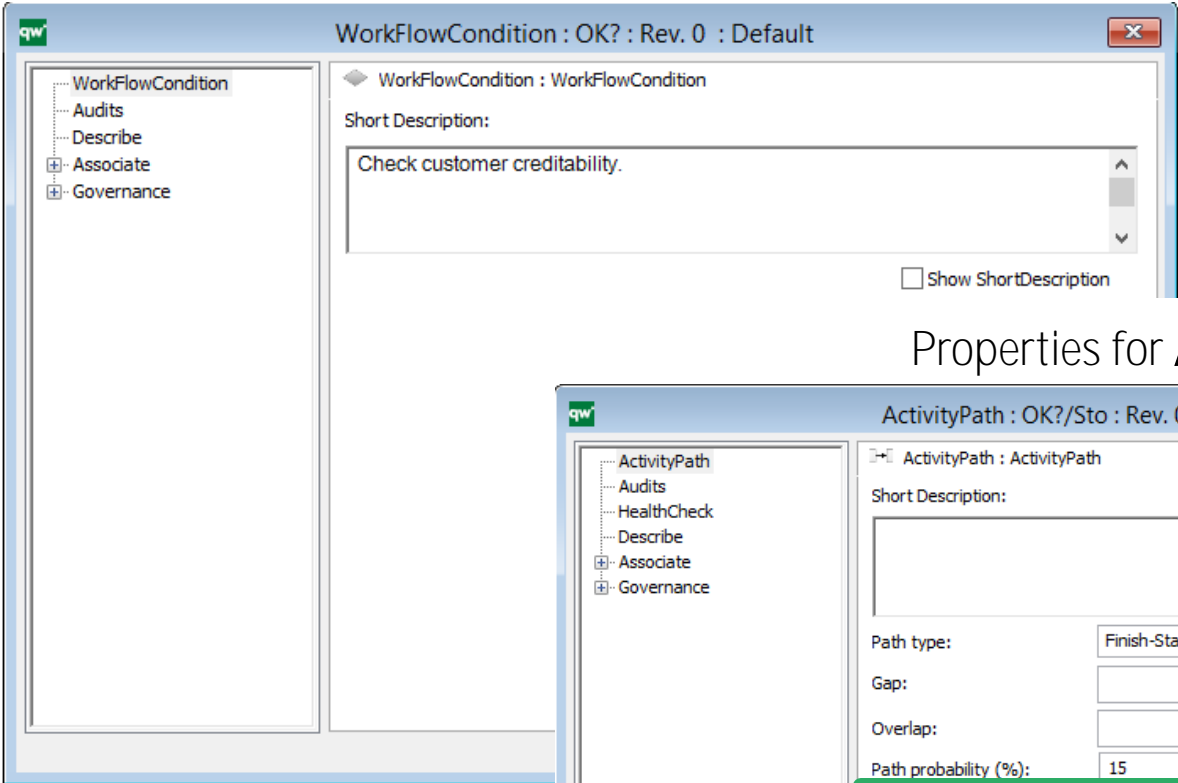
Model type: As-Is

OK Cancel Apply

- ← Workflow information
- ← Responsible Owner
- ← Technical Field
- ← As-is or To-be architecture

Condition

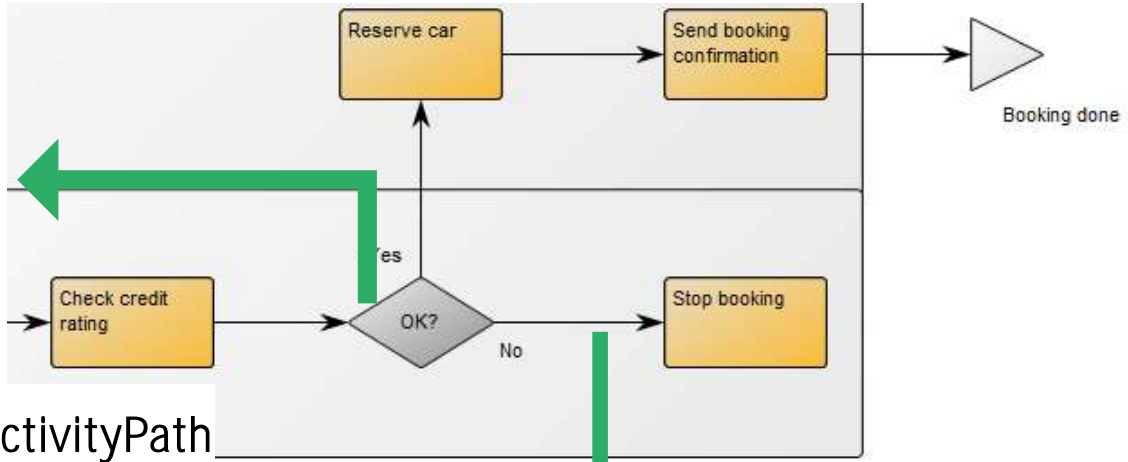
Properties for WorkflowCondition



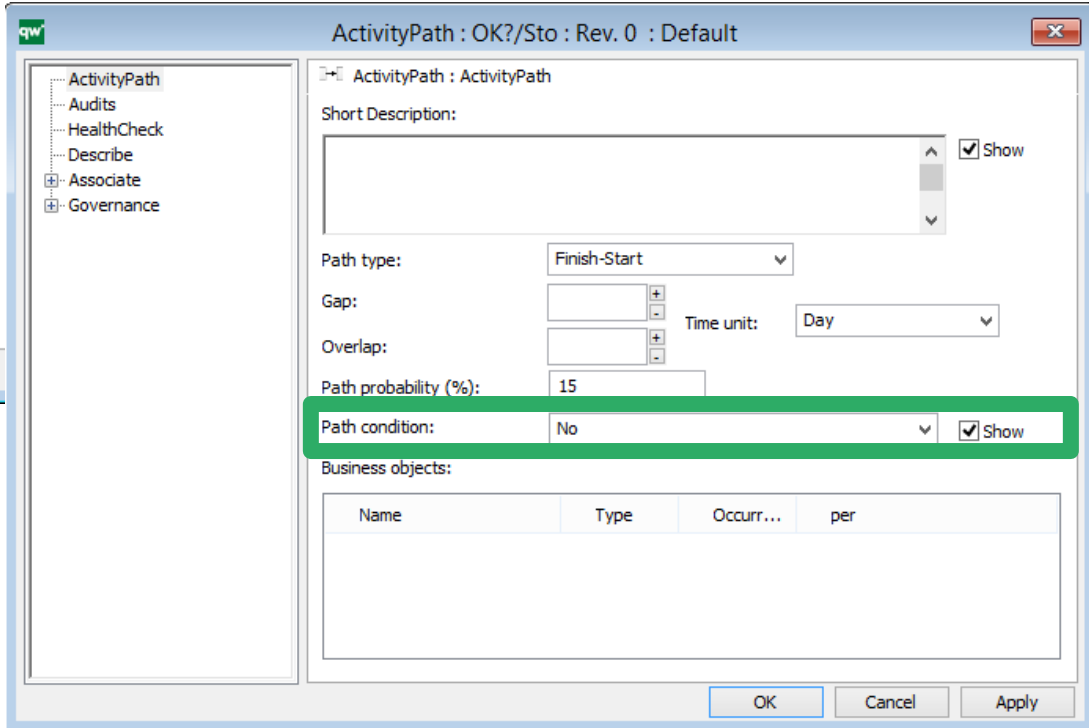
WorkflowCondition : OK? : Rev. 0 : Default

- WorkflowCondition : WorkflowCondition
- Short Description: Check customer creditability.
- Show ShortDescription:

Navigation: Audits, Describe, Associate, Governance



Properties for ActivityPath



ActivityPath : OK?/Sto : Rev. 0 : Default

- ActivityPath : ActivityPath
- Short Description:
- Show:
- Path type: Finish-Start
- Gap: Time unit: Day
- Overlap:
- Path probability (%): 15
- Path condition: No
- Business objects:

Name	Type	Occurr...	per
------	------	-----------	-----

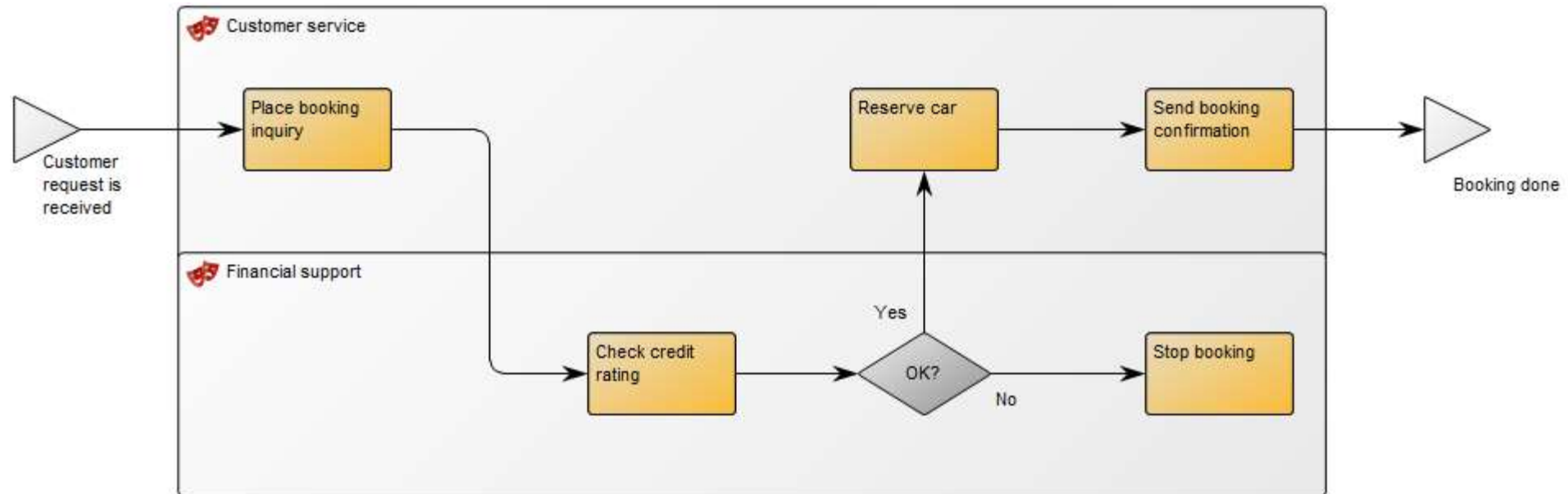
Buttons: OK, Cancel, Apply



Demo - Workflows

Exercise 5 – Workflows

Purpose: To learn how to draw workflows and describe activities, responsible and resources.

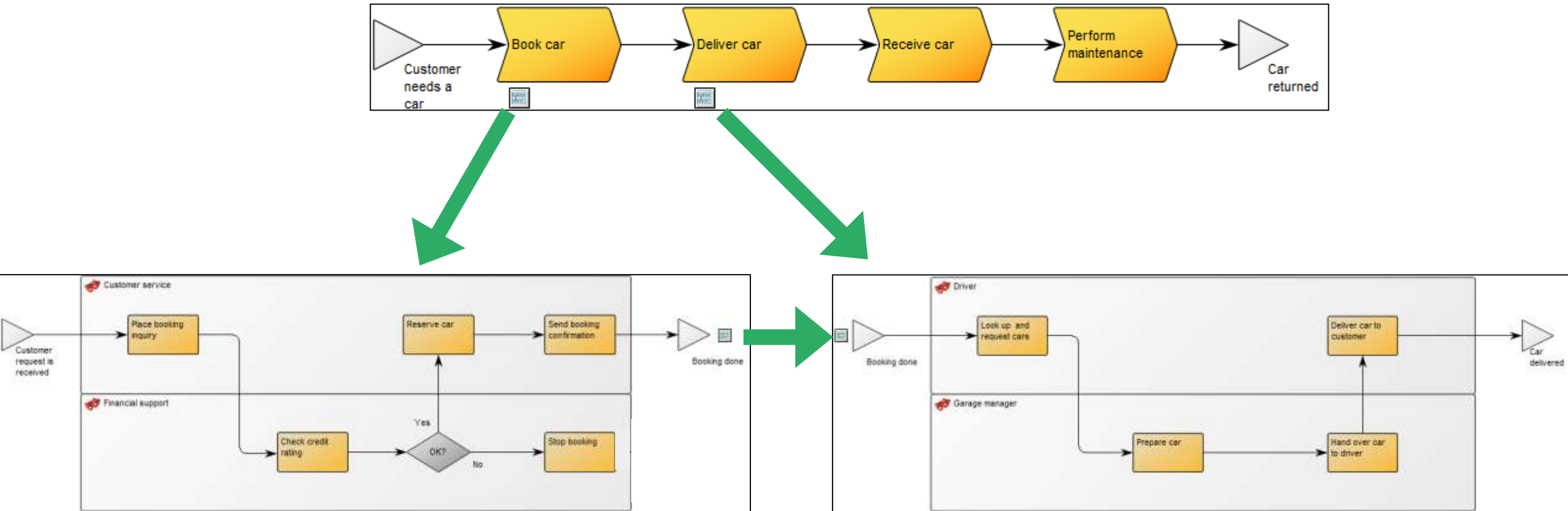




Linking across diagrams

Linking via BusinessEvents

- Re-use BusinessEvent

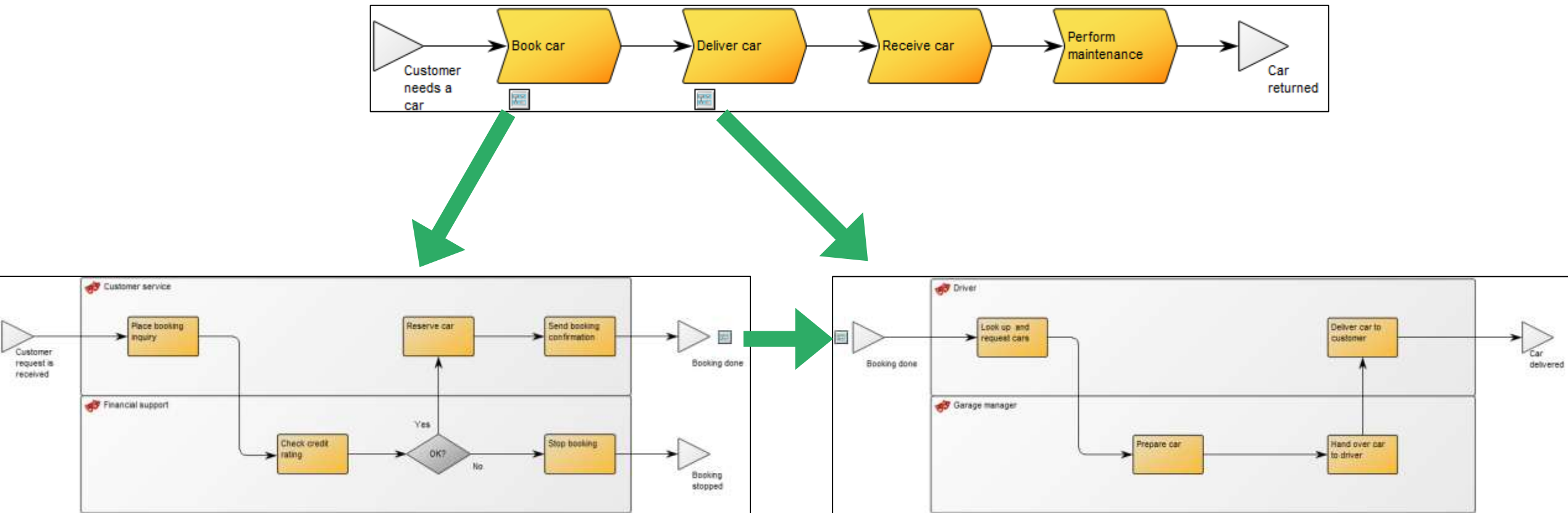




Demo - Linking across diagrams

Exercise 6 – Linking across diagrams

Purpose: Understand how to document a workflow across several different diagrams.

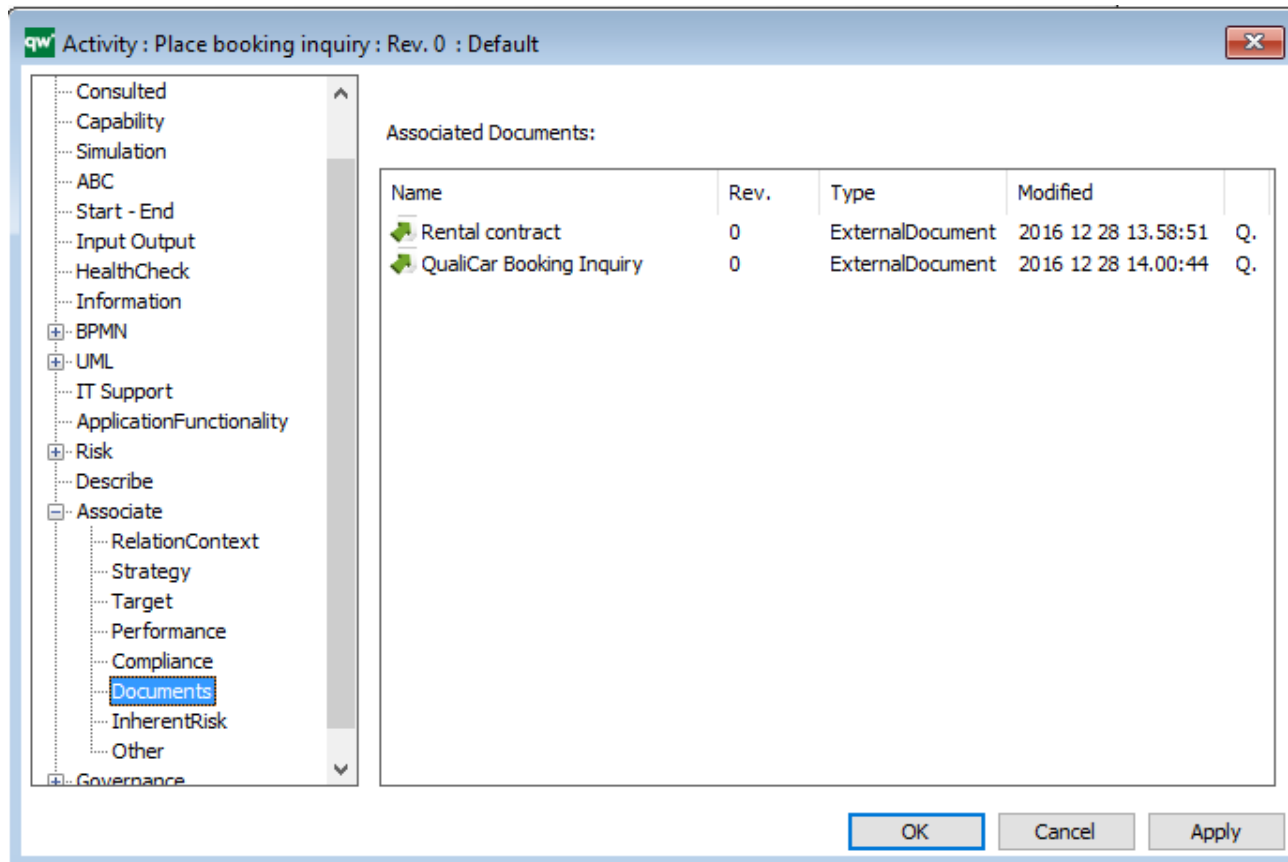




External documents and web navigation

References to documents

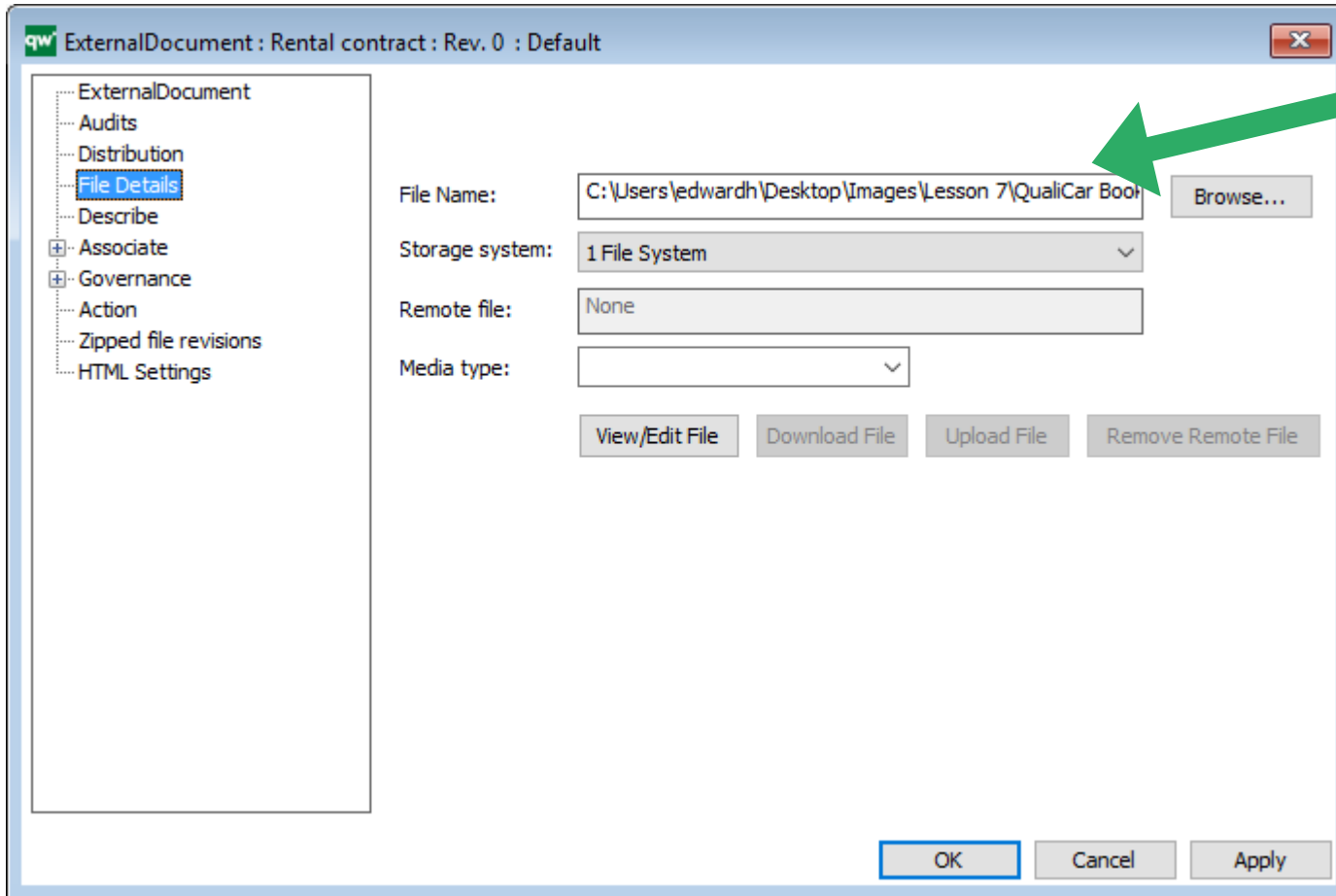
- The field **Associated with** is used to link to documents (**ExternalDocument**) which are stored outside the repository.
- **ExternalDocument** can also be visualized in the diagram.



You can link to a Word-document, Excel spread sheet, pdf-file, URL etc.

References to documents

Properties for ExternalDocument



ExternalDocument : Rental contract : Rev. 0 : Default

ExternalDocument

- Audits
- Distribution
- File Details**
- Describe
- Associate
- Governance
- Action
- Zipped file revisions
- HTML Settings

File Name: C:\Users\edwardh\Desktop\Images\Lesson 7\QualiCar Book Browse...

Storage system: 1 File System

Remote file: None

Media type:

View/Edit File Download File Upload File Remove Remote File


OK Cancel Apply

Path to the document

Use **Browse** button to find the document

Use **View/Edit file** button to open the document

External documents on the web



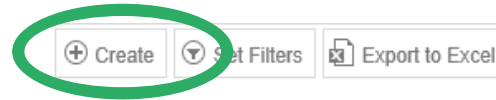
STRATEGY ▾ **PROCESS** ▾ APPLICATION ▾ INFORMATION ▾

Conceptual	Logical	Operational
→ Business Processes	→ Compliance Processes → IT Processes	→ Workflows → Documents → Activities

My point of view **Listings**

My Processes

- Processes - Events
- Processes - Goals
- Processes - Applications
- Processes - Information
- Processes - Regulations
- Processes - Requirements
- Processes - Responsibilities
- Processes - Roles



+ Create **⌵** Set Filters **📄** Export to Excel

QualiCar Rental Contract

Name: QualiCar Rental Contract

Short Description:

Paragraph St... **B** **I** **A** [Rich text editor icons]

Document number: **Version:**

Archive:

Document type: Controlled

Revision date: [🗑️] [🕒]

Next revision: [🗑️] [🕒]

Responsible:

Owner:

Keywords: Paragraph St... [Rich text editor icons]

FileDetails

File Name:

Storage system: 1 File System

Remote file:

Media type:

File: [QualiCar Rental Contract.pdf](#)

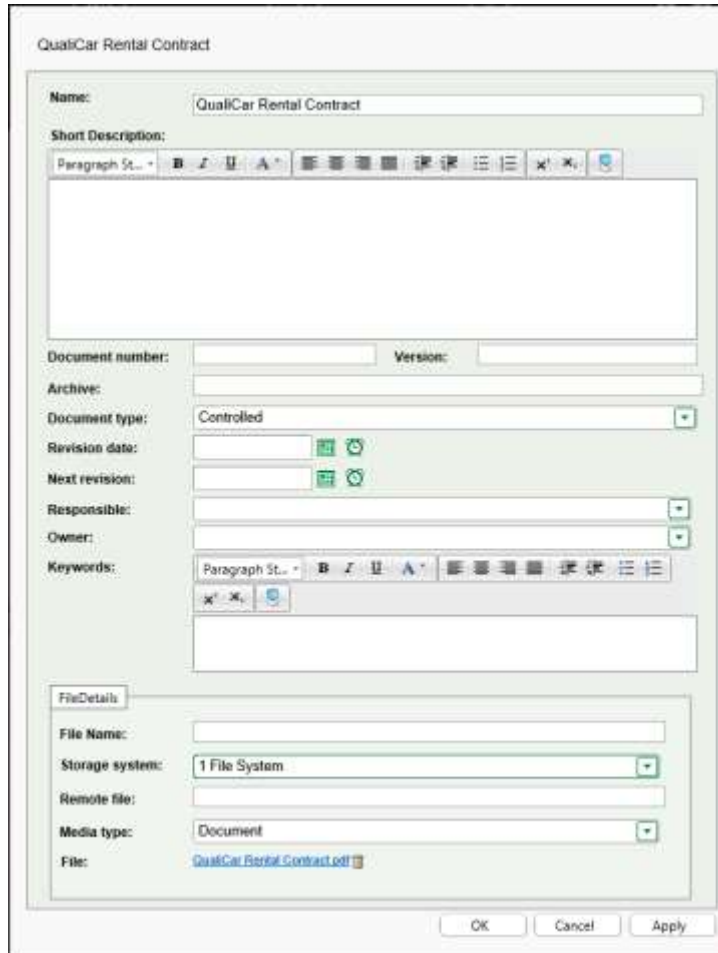
OK Cancel Apply



Demo – External documents

Exercise 7 – External documents

Purpose: Understand how to create and link to external documents.



The screenshot shows a web form titled "QualiCar Rental Contract". The form includes the following fields and sections:

- Name:** QualiCar Rental Contract
- Short Description:** A text area with a rich text editor toolbar.
- Document number:** []
- Version:** []
- Archive:** []
- Document type:** Controlled
- Revision date:** []
- Next revision:** []
- Responsible:** []
- Owner:** []
- Keywords:** A text area with a rich text editor toolbar.
- FileDetails:**
 - File Name:** []
 - Storage system:** 1 File System
 - Remote file:** []
 - Media type:** Document
 - File:** [QualiCar Rental Contract.pdf](#)

Buttons: OK, Cancel, Apply

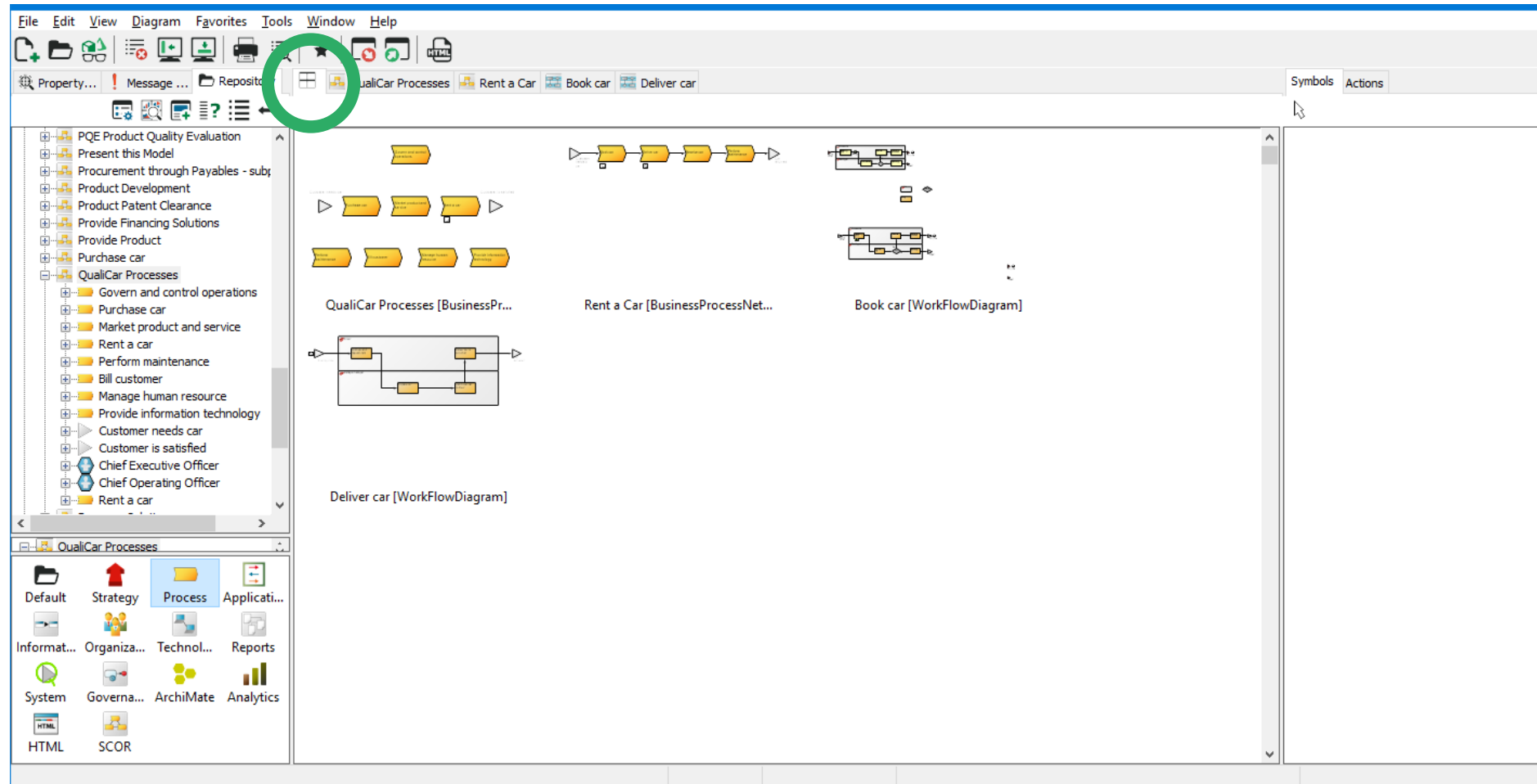




Advanced Repository Explorer Part 1

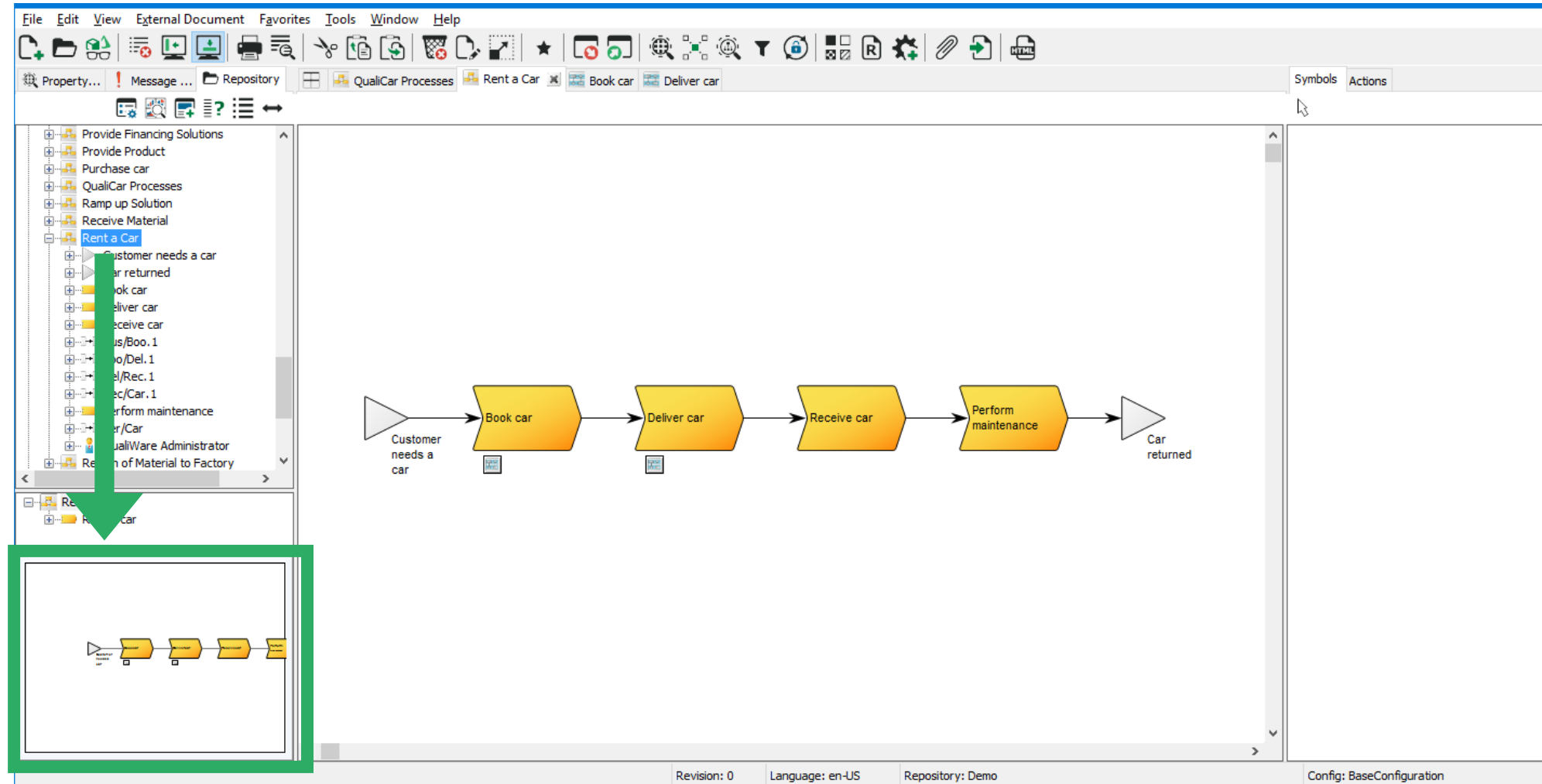
Workspace and Tabs

- All active diagrams and objects are shown in an overview



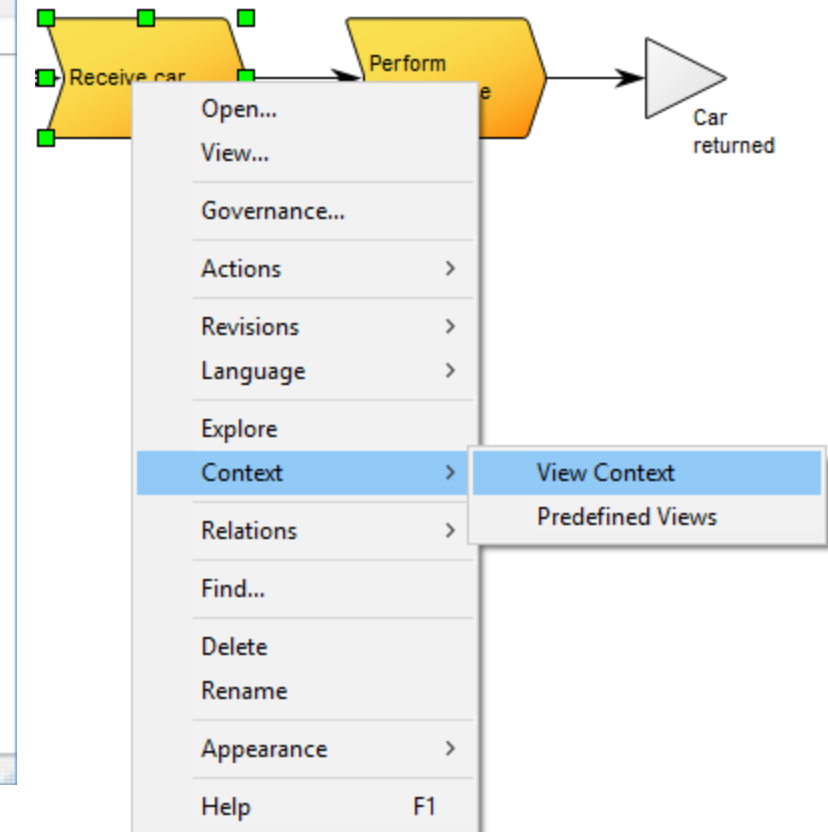
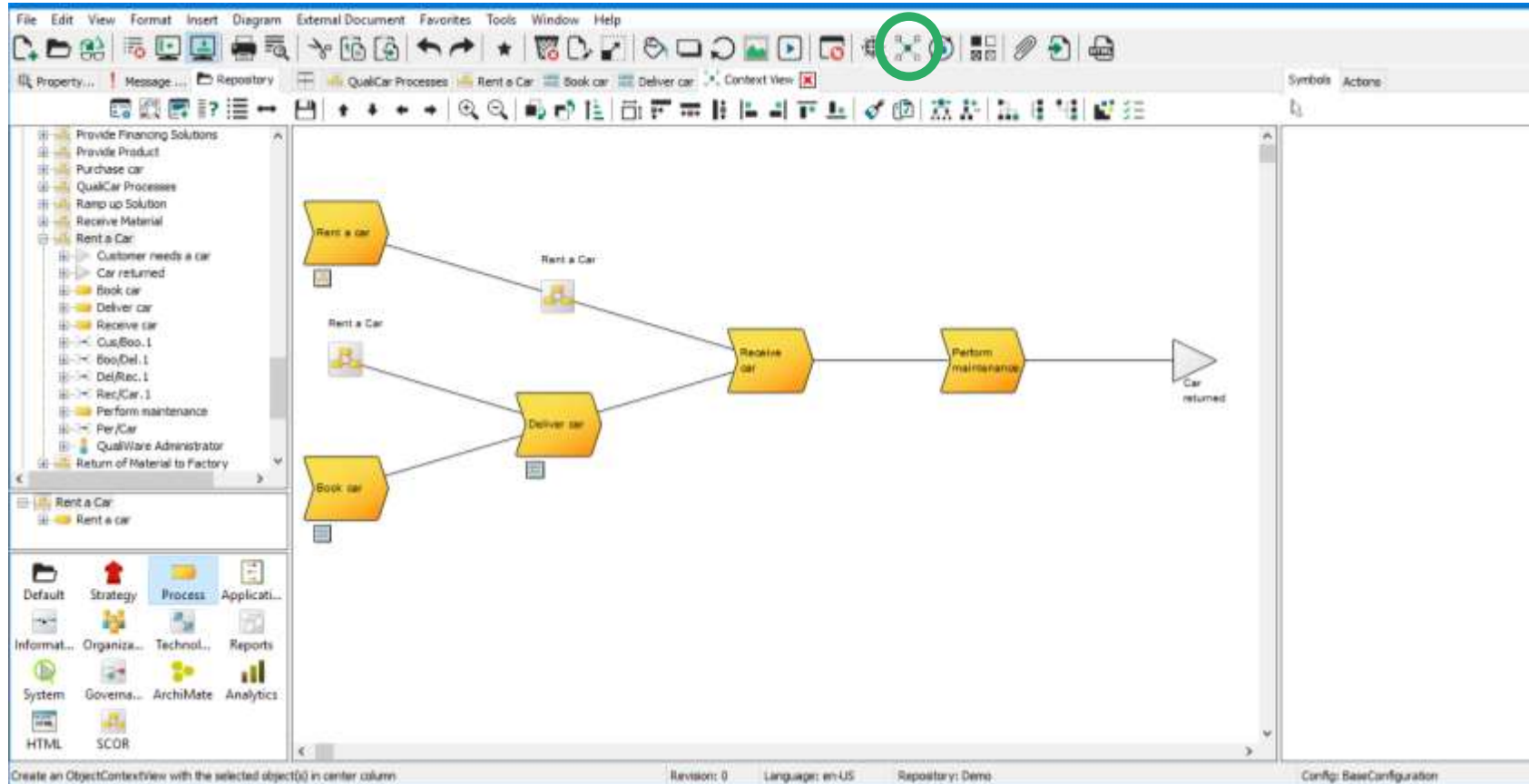
Repository Preview

- Preview for diagrams



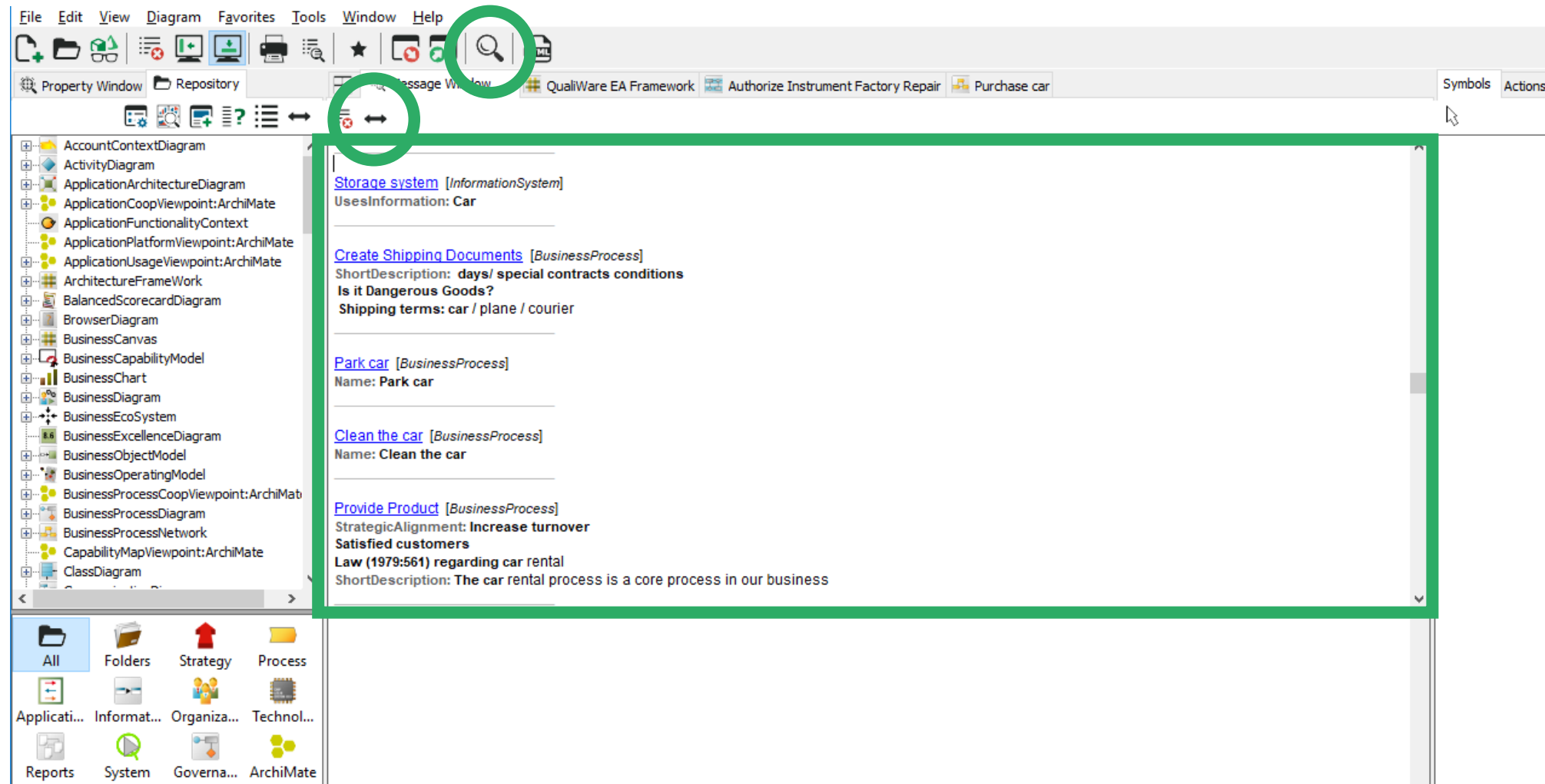
Graphical Context Explorer

- **Object context view**  shows all relations from/to an object in a graphical view



Search the repository

- Use Full-Text Search

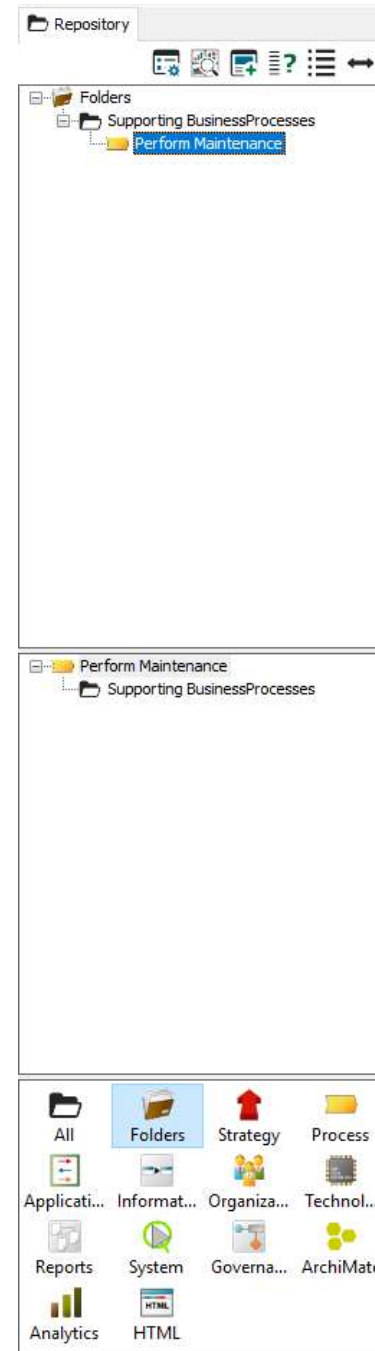
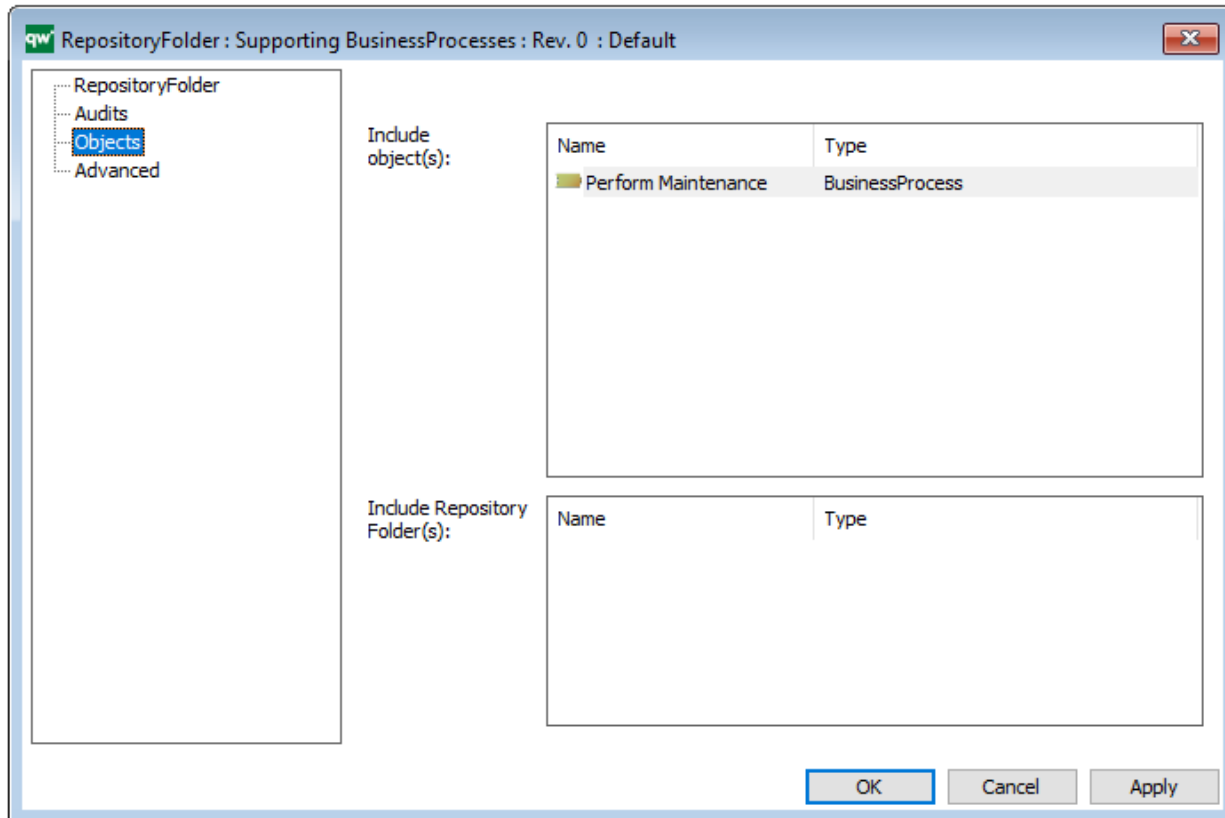


The screenshot displays the QualiWare software interface. The top menu bar includes File, Edit, View, Diagram, Favorites, Tools, Window, and Help. A search icon in the toolbar is circled in green. Below the menu bar, a toolbar contains various icons, with a search icon also circled in green. The main window is divided into a left sidebar and a right pane. The sidebar lists various diagram types, including AccountContextDiagram, ActivityDiagram, ApplicationArchitectureDiagram, ApplicationCoopViewpoint:ArchiMate, ApplicationFunctionalityContext, ApplicationPlatformViewpoint:ArchiMate, ApplicationUsageViewpoint:ArchiMate, ArchitectureFrameWork, BalancedScorecardDiagram, BrowserDiagram, BusinessCanvas, BusinessCapabilityModel, BusinessChart, BusinessDiagram, BusinessEcoSystem, BusinessExcellenceDiagram, BusinessObjectModel, BusinessOperatingModel, BusinessProcessCoopViewpoint:ArchiMate, BusinessProcessDiagram, BusinessProcessNetwork, CapabilityMapViewpoint:ArchiMate, and ClassDiagram. The right pane displays search results for "Storage system [InformationSystem]". The results include:

- [Storage system \[InformationSystem\]](#)
UsesInformation: Car
- [Create Shipping Documents \[BusinessProcess\]](#)
ShortDescription: **days/ special contracts conditions**
Is it Dangerous Goods?
Shipping terms: car / plane / courier
- [Park car \[BusinessProcess\]](#)
Name: Park car
- [Clean the car \[BusinessProcess\]](#)
Name: Clean the car
- [Provide Product \[BusinessProcess\]](#)
StrategicAlignment: **Increase turnover**
Satisfied customers
Law (1979:561) regarding car rental
ShortDescription: **The car rental process is a core process in our business**

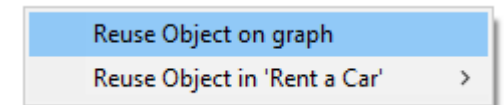
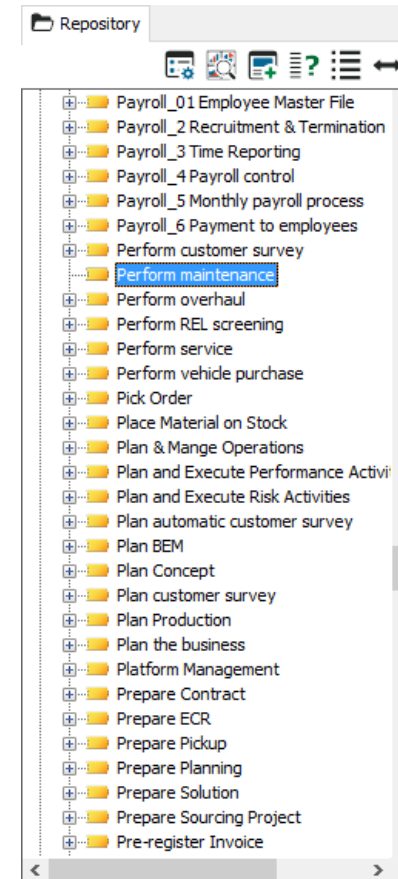
Repository Folders

- Organize repository content
- Quick access to objects and diagrams



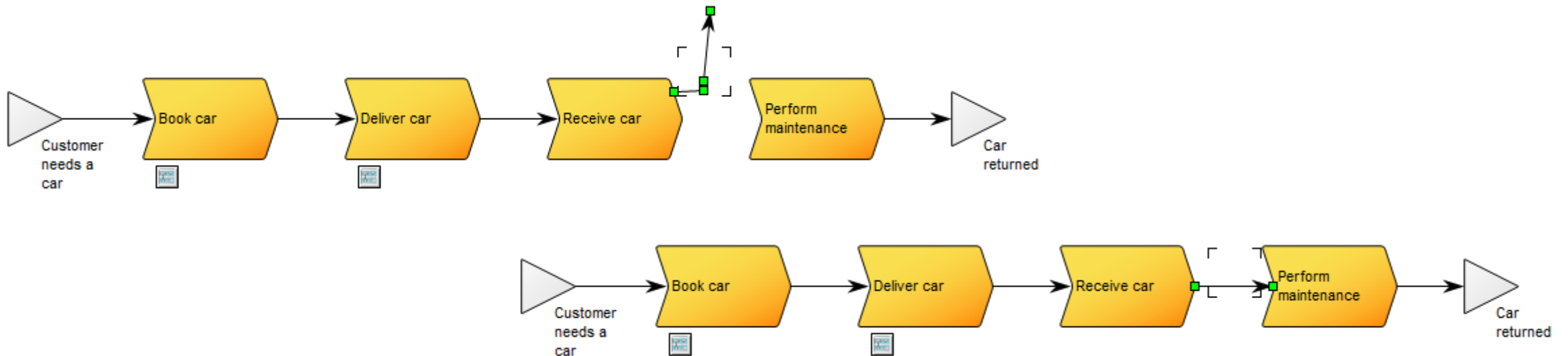
Right-click drag feature

- Navigate to object in repository explorer
- Drag the object on to the canvas with the right mouse button
- Re-use graphically or in the properties



Detach connectors

- Select connector
- Hold **CTRL**
- Drag green box away from a symbol and on to another



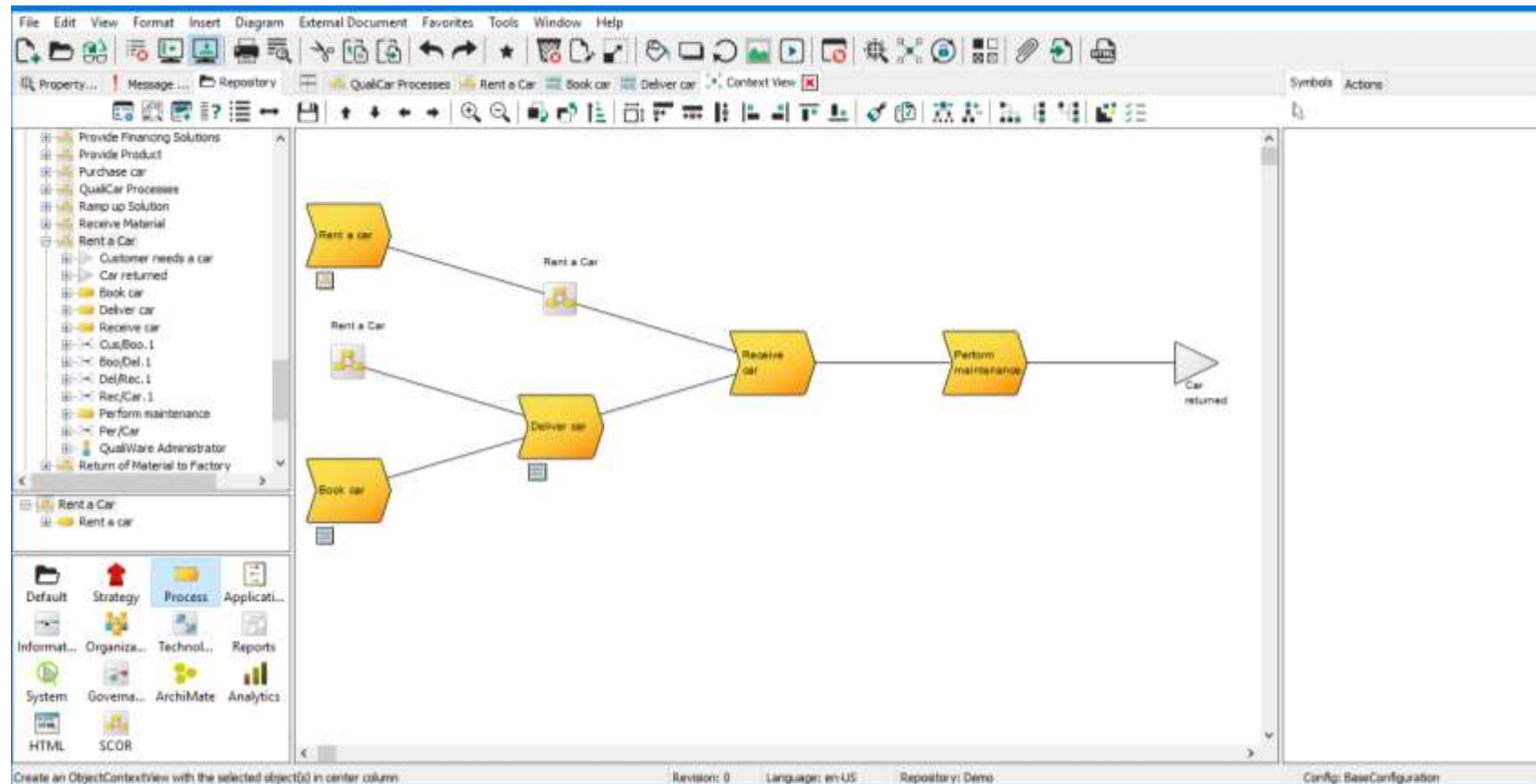


Demo - Advanced Repository Explorer Part 1

Exercise 8 – Advanced Repository Explorer Part 1



Purpose: Understand the graphical context view, search function, explore feature and right-click drag feature.



Advanced Repository Explorer Part 2

Repository Explorer

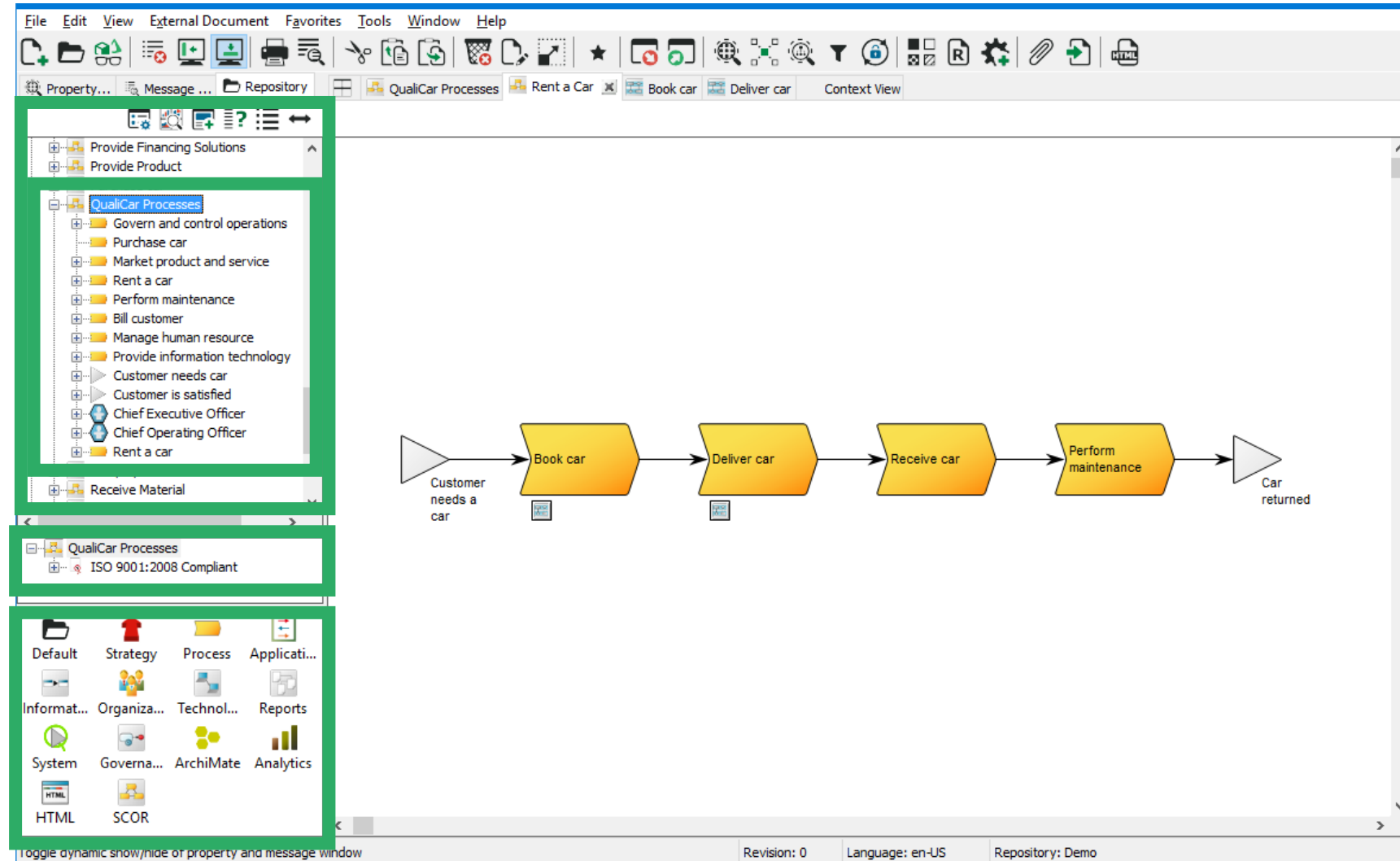
Tree view with template's
and objects



Tree view with
"backward relations"
(Scope window)



Views define what to
see in the Repository
Explorer



File Edit View External Document Favorites Tools Window Help

Property... Message ... Repository QualiCar Processes Rent a Car Book car Deliver car Context View

Provide Financing Solutions
Provide Product

QualiCar Processes

- Govern and control operations
- Purchase car
- Market product and service
- Rent a car
- Perform maintenance
- Bill customer
- Manage human resource
- Provide information technology
- Customer needs car
- Customer is satisfied
- Chief Executive Officer
- Chief Operating Officer
- Rent a car

Receive Material

QualiCar Processes

- ISO 9001:2008 Compliant

Default Strategy Process Applicati...

Informat... Organiza... Technol... Reports

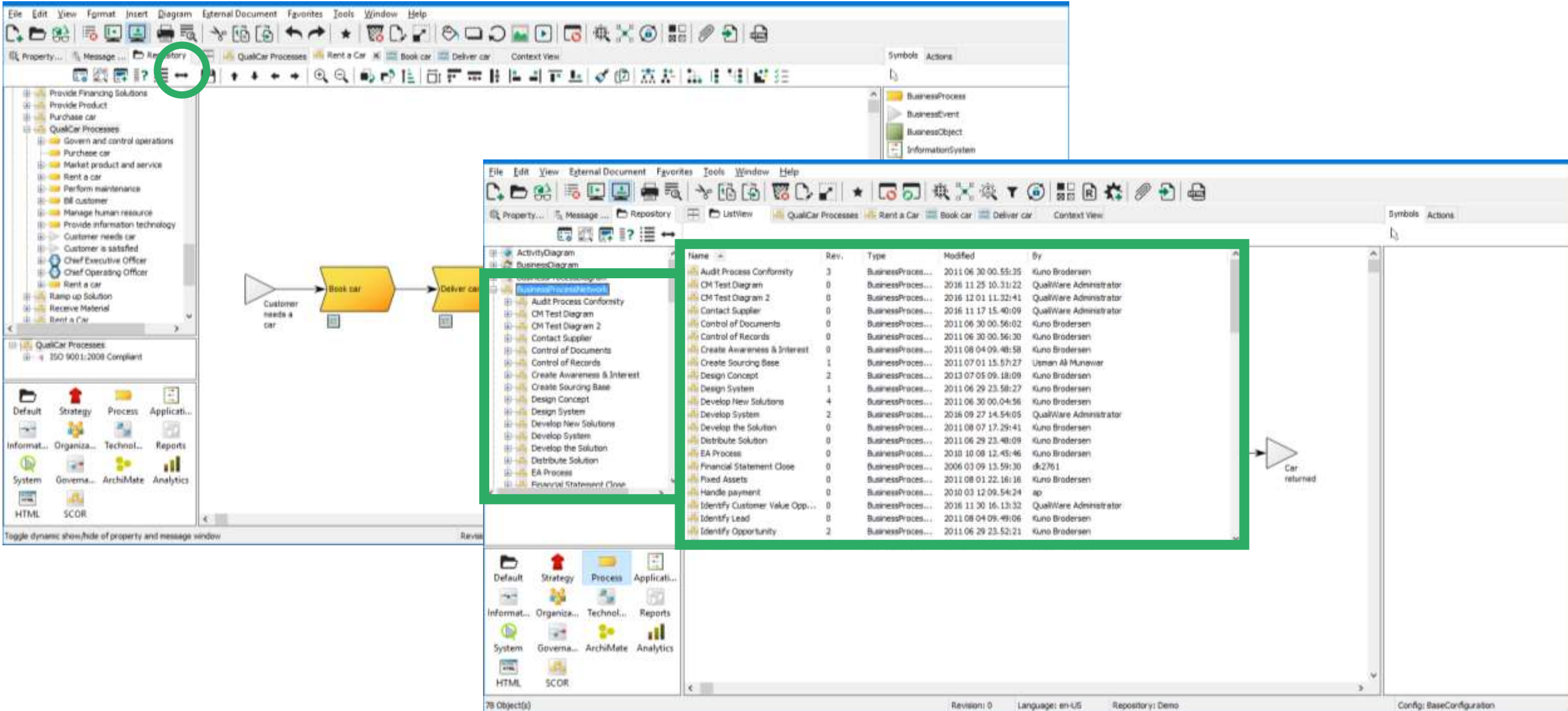
System Governa... ArchiMate Analytics

HTML SCOR

Customer needs a car → Book car → Deliver car → Receive car → Perform maintenance → Car returned

Toggle dynamic show/hide of property and message window Revision: 0 Language: en-US Repository: Demo

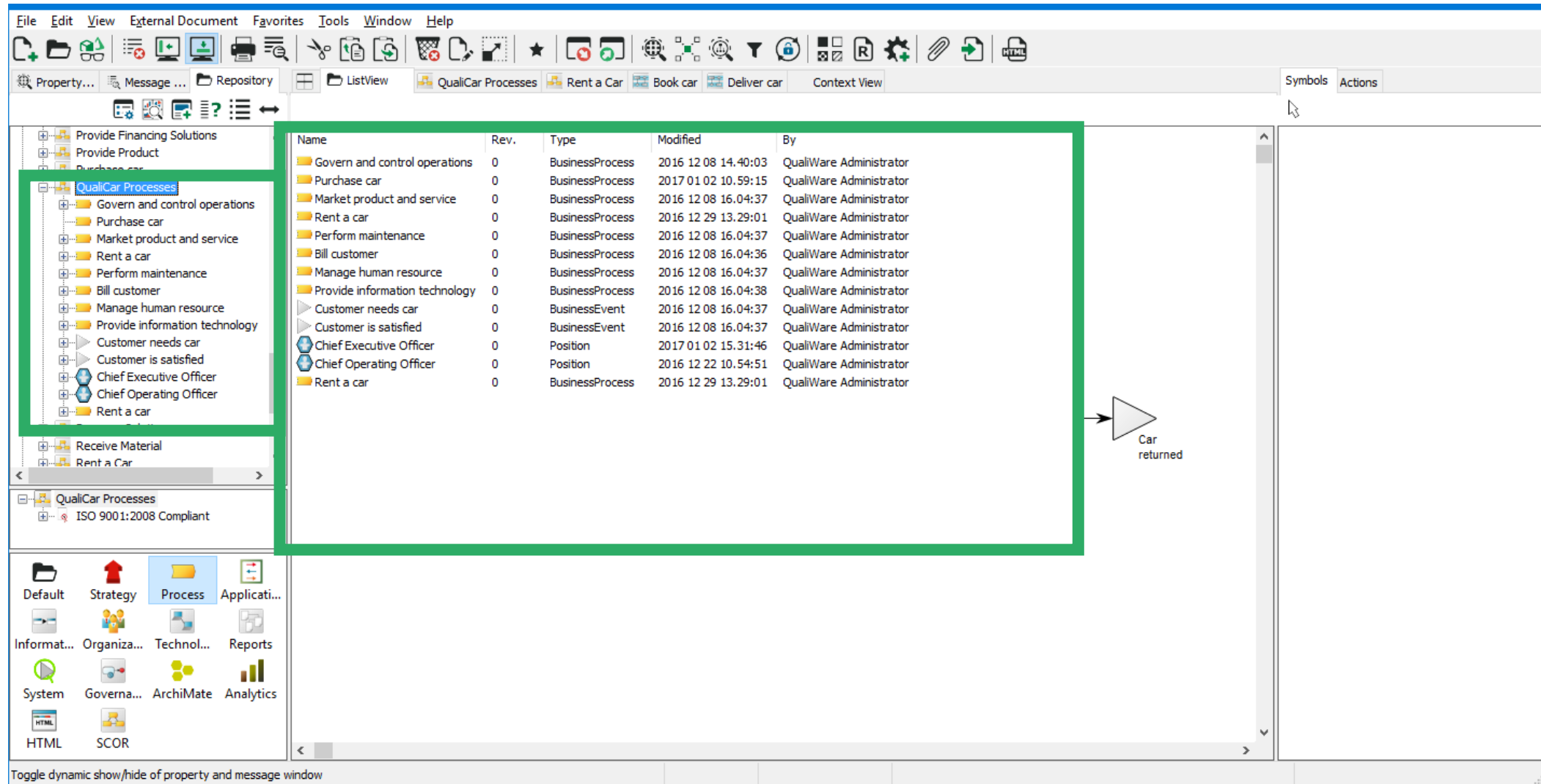
List window



The screenshot displays the Qualiware software interface. On the left, a tree view shows a project structure under 'QualiCar Processes'. The main workspace shows a process diagram with a start event 'Customer needs a car', followed by two tasks: 'Book car' and 'Deliver car'. A 'List window' is overlaid on the diagram, displaying a table of objects. The table has columns for Name, Rev., Type, Modified, and By. The 'BusinessProcess' object is highlighted in blue in the list, and a green box highlights the entire list window. The bottom status bar shows '78 Object(s)', 'Revision: 0', 'Language: en-US', 'Repository: Demo', and 'Config: BaseConfiguration'.

Name	Rev.	Type	Modified	By
Audit Process Conformity	3	BusinessProces...	2011 06 30 00:55:35	Kuno Brodersen
CM Test Diagram	0	BusinessProces...	2016 11 25 10:31:22	QualiWare Administrator
CM Test Diagram 2	0	BusinessProces...	2016 12 01 11:32:41	QualiWare Administrator
Contact Supplier	0	BusinessProces...	2016 11 17 15:40:09	QualiWare Administrator
Control of Documents	0	BusinessProces...	2011 06 30 00:56:02	Kuno Brodersen
Control of Records	0	BusinessProces...	2011 06 30 00:56:30	Kuno Brodersen
Create Awareness & Interest	0	BusinessProces...	2011 08 04 09:48:58	Kuno Brodersen
Create Sourcing Base	1	BusinessProces...	2011 07 01 15:57:27	Usman Al Munawar
Design Concept	2	BusinessProces...	2013 07 05 09:18:09	Kuno Brodersen
Design System	1	BusinessProces...	2011 06 29 23:58:27	Kuno Brodersen
Develop New Solutions	4	BusinessProces...	2011 06 30 00:04:56	Kuno Brodersen
Develop System	2	BusinessProces...	2016 09 27 14:54:05	QualiWare Administrator
Develop the Solution	0	BusinessProces...	2011 08 07 17:29:41	Kuno Brodersen
Distribute Solution	0	BusinessProces...	2011 06 29 23:40:09	Kuno Brodersen
EA Process	0	BusinessProces...	2010 10 08 12:45:46	Kuno Brodersen
Financial Statement Close	0	BusinessProces...	2006 03 09 13:59:30	ik-2761
Fixed Assets	0	BusinessProces...	2011 08 01 22:16:18	Kuno Brodersen
Handle payment	0	BusinessProces...	2010 03 12 09:54:24	ap
Identify Customer Value Opp...	0	BusinessProces...	2016 11 30 16:13:32	QualiWare Administrator
Identify Lead	0	BusinessProces...	2011 08 04 09:49:06	Kuno Brodersen
Identify Opportunity	2	BusinessProces...	2011 06 29 23:52:21	Kuno Brodersen

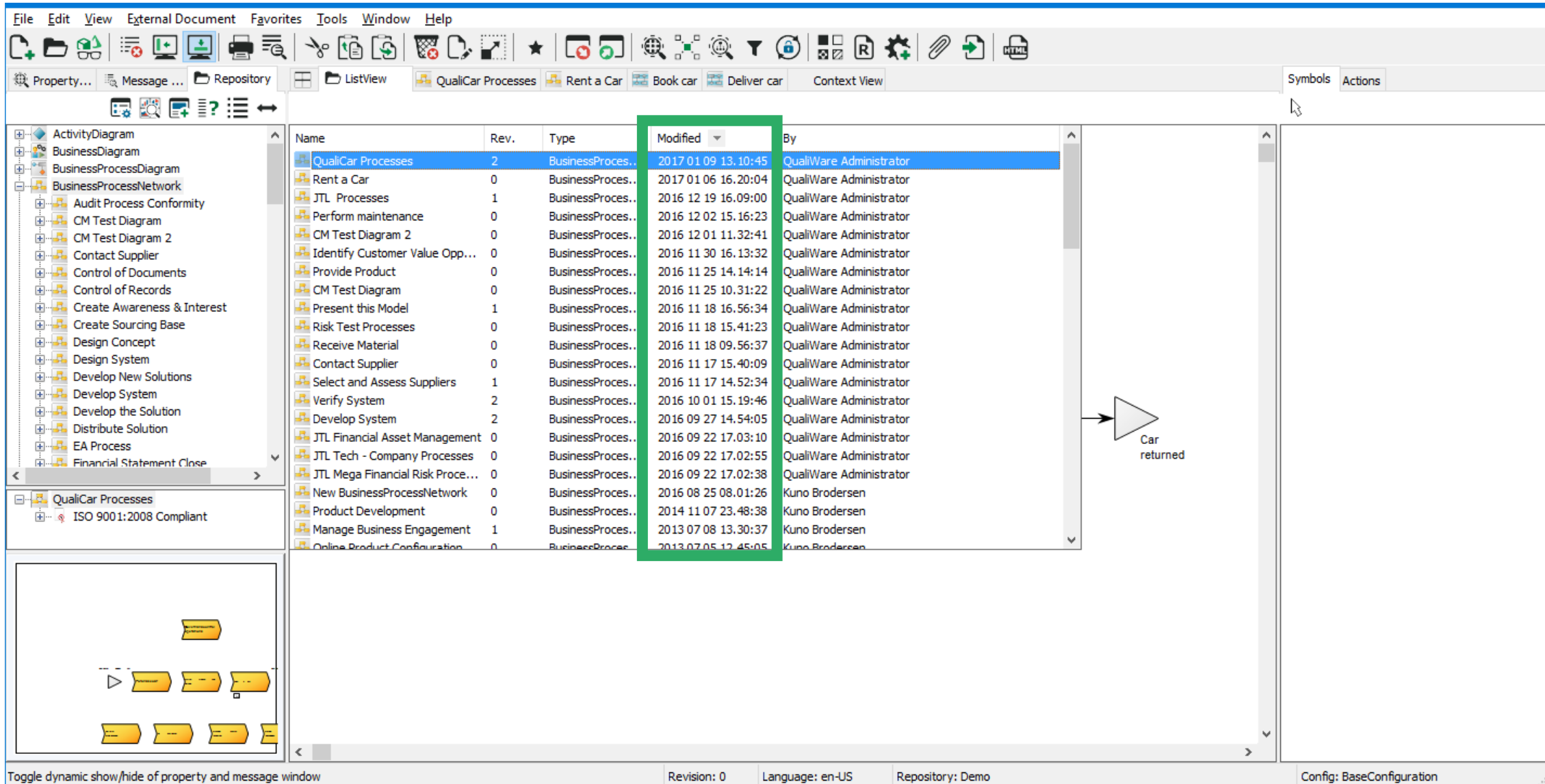
List window



The screenshot displays the QualiWare software interface. The main window is titled "ListView" and shows a table of processes. The table has columns for Name, Rev., Type, Modified, and By. A green box highlights the table content. To the right of the table, a diagram element is visible, consisting of a triangle pointing right with the text "Car returned" below it. The interface includes a menu bar (File, Edit, View, External Document, Favorites, Tools, Window, Help), a toolbar with various icons, and a sidebar with a tree view of the repository structure. The bottom of the window has a status bar with the text "Toggle dynamic show/hide of property and message window".

Name	Rev.	Type	Modified	By
Government and control operations	0	BusinessProcess	2016 12 08 14:40:03	QualiWare Administrator
Purchase car	0	BusinessProcess	2017 01 02 10:59:15	QualiWare Administrator
Market product and service	0	BusinessProcess	2016 12 08 16:04:37	QualiWare Administrator
Rent a car	0	BusinessProcess	2016 12 29 13:29:01	QualiWare Administrator
Perform maintenance	0	BusinessProcess	2016 12 08 16:04:37	QualiWare Administrator
Bill customer	0	BusinessProcess	2016 12 08 16:04:36	QualiWare Administrator
Manage human resource	0	BusinessProcess	2016 12 08 16:04:37	QualiWare Administrator
Provide information technology	0	BusinessProcess	2016 12 08 16:04:38	QualiWare Administrator
Customer needs car	0	BusinessEvent	2016 12 08 16:04:37	QualiWare Administrator
Customer is satisfied	0	BusinessEvent	2016 12 08 16:04:37	QualiWare Administrator
Chief Executive Officer	0	Position	2017 01 02 15:31:46	QualiWare Administrator
Chief Operating Officer	0	Position	2016 12 22 10:54:51	QualiWare Administrator
Rent a car	0	BusinessProcess	2016 12 29 13:29:01	QualiWare Administrator

List window



The screenshot displays the QualiWare software interface. The main window is titled "List window" and shows a table of process items. The table has columns for Name, Rev., Type, Modified, and By. The "Modified" column is highlighted in green. The table lists various processes, including "QualiCar Processes", "Rent a Car", "JTL Processes", "Perform maintenance", "CM Test Diagram 2", "Identify Customer Value Opp...", "Provide Product", "CM Test Diagram", "Present this Model", "Risk Test Processes", "Receive Material", "Contact Supplier", "Select and Assess Suppliers", "Verify System", "Develop System", "JTL Financial Asset Management", "JTL Tech - Company Processes", "JTL Mega Financial Risk Proce...", "New BusinessProcessNetwork", "Product Development", "Manage Business Engagement", and "Online Product Configuration".

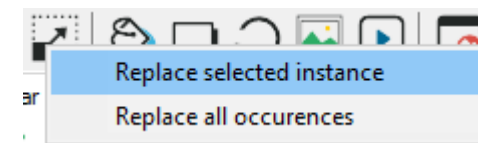
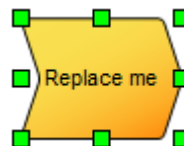
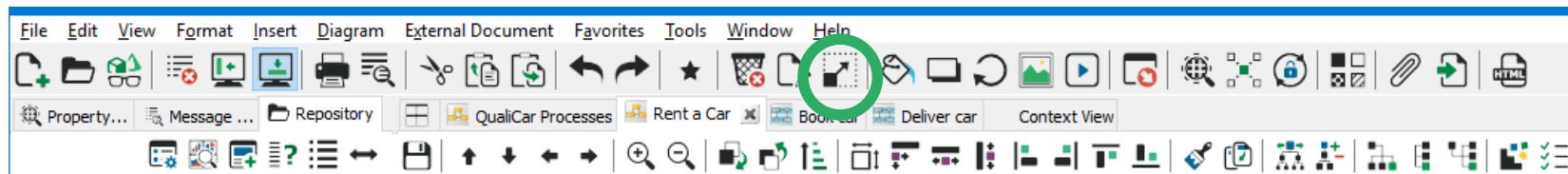
Below the table, there is a diagram showing a car icon with an arrow pointing to it, labeled "Car returned".

Name	Rev.	Type	Modified	By
QualiCar Processes	2	BusinessProces...	2017 01 09 13.10:45	QualiWare Administrator
Rent a Car	0	BusinessProces...	2017 01 06 16.20:04	QualiWare Administrator
JTL Processes	1	BusinessProces...	2016 12 19 16.09:00	QualiWare Administrator
Perform maintenance	0	BusinessProces...	2016 12 02 15.16:23	QualiWare Administrator
CM Test Diagram 2	0	BusinessProces...	2016 12 01 11.32:41	QualiWare Administrator
Identify Customer Value Opp...	0	BusinessProces...	2016 11 30 16.13:32	QualiWare Administrator
Provide Product	0	BusinessProces...	2016 11 25 14.14:14	QualiWare Administrator
CM Test Diagram	0	BusinessProces...	2016 11 25 10.31:22	QualiWare Administrator
Present this Model	1	BusinessProces...	2016 11 18 16.56:34	QualiWare Administrator
Risk Test Processes	0	BusinessProces...	2016 11 18 15.41:23	QualiWare Administrator
Receive Material	0	BusinessProces...	2016 11 18 09.56:37	QualiWare Administrator
Contact Supplier	0	BusinessProces...	2016 11 17 15.40:09	QualiWare Administrator
Select and Assess Suppliers	1	BusinessProces...	2016 11 17 14.52:34	QualiWare Administrator
Verify System	2	BusinessProces...	2016 10 01 15.19:46	QualiWare Administrator
Develop System	2	BusinessProces...	2016 09 27 14.54:05	QualiWare Administrator
JTL Financial Asset Management	0	BusinessProces...	2016 09 22 17.03:10	QualiWare Administrator
JTL Tech - Company Processes	0	BusinessProces...	2016 09 22 17.02:55	QualiWare Administrator
JTL Mega Financial Risk Proce...	0	BusinessProces...	2016 09 22 17.02:38	QualiWare Administrator
New BusinessProcessNetwork	0	BusinessProces...	2016 08 25 08.01:26	Kuno Brodersen
Product Development	0	BusinessProces...	2014 11 07 23.48:38	Kuno Brodersen
Manage Business Engagement	1	BusinessProces...	2013 07 08 13.30:37	Kuno Brodersen
Online Product Configuration	0	BusinessProces...	2013 07 05 12.45:05	Kuno Brodersen

Toggle dynamic show/hide of property and message window Revision: 0 Language: en-US Repository: Demo Config: BaseConfiguration

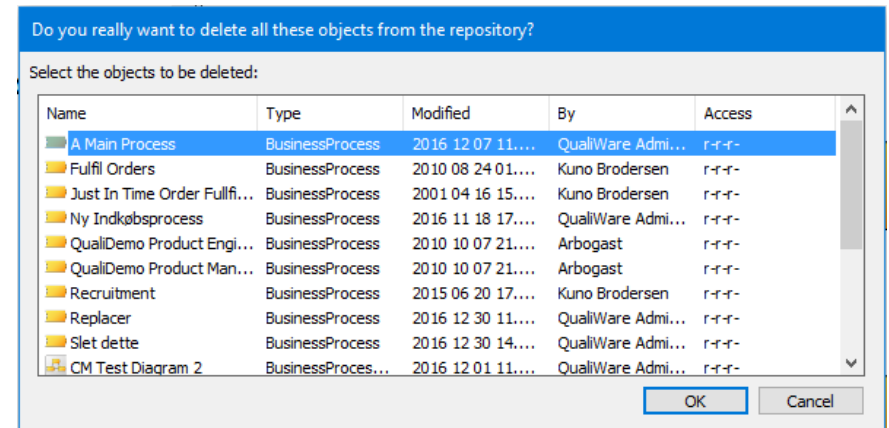
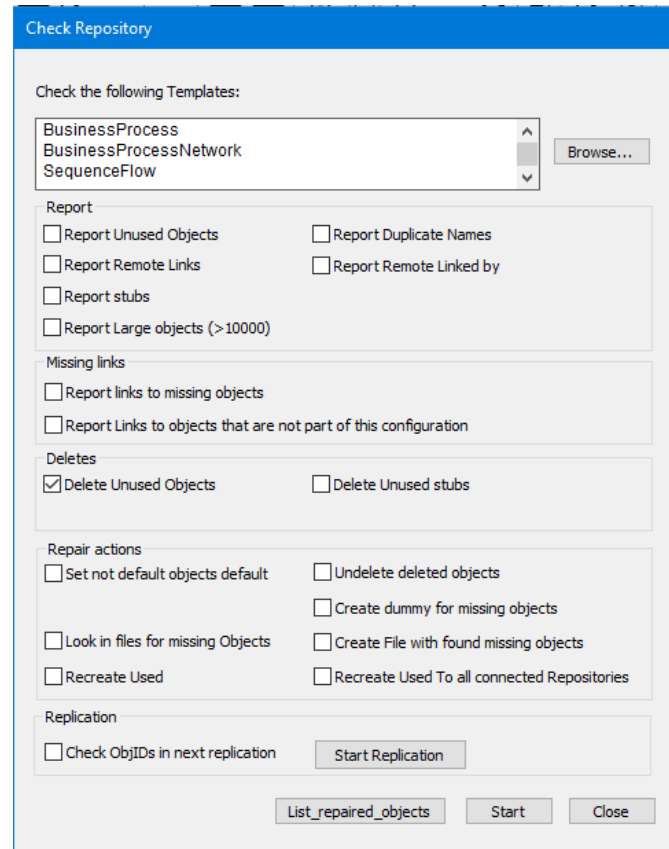
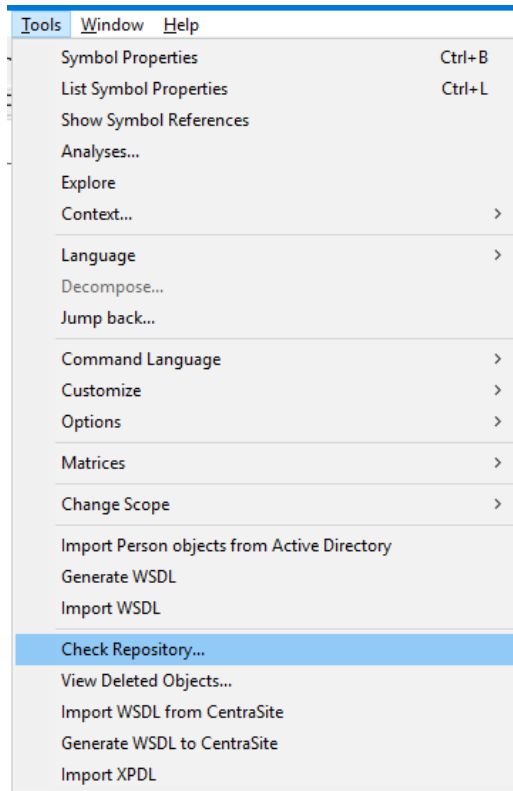
Replace symbol with another symbol

- Select object to replace either on a diagram or in the repository explorer
- Click on the “Replace selection with another object” button
- Replace either:
 - Instance
 - All occurrences



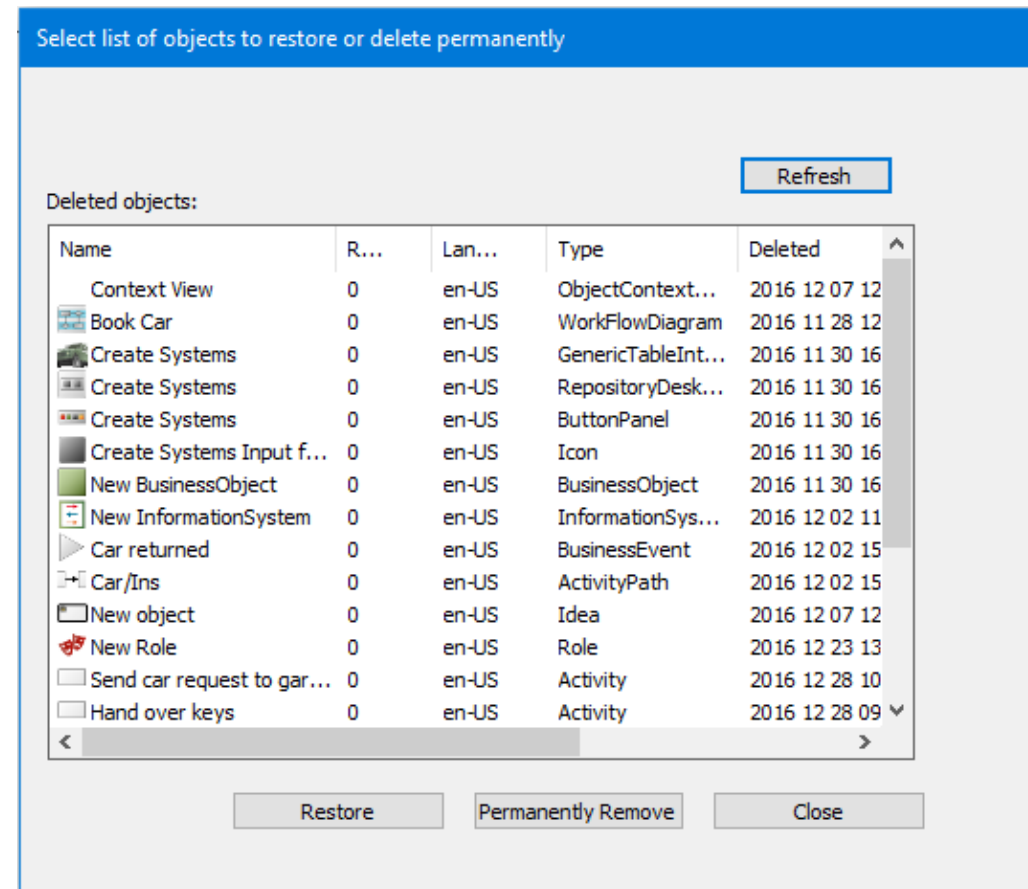
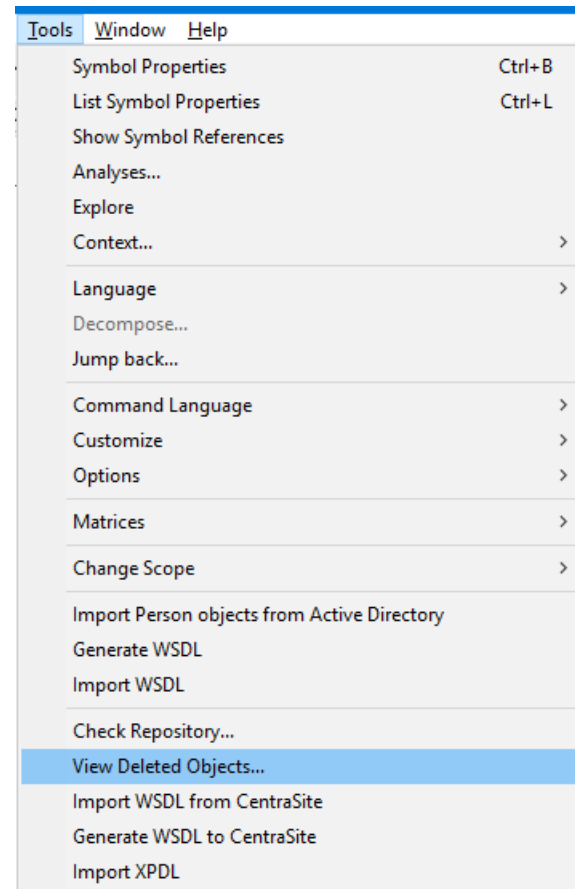
Check repository

- Focus on the Repository Explorer
- Go to **Tools->Check Repository...**



View deleted objects (recycle bin)

- Focus on the Repository Explorer
- Go to **Tools->View Deleted Objects...**



Demo - Advanced Repository Explorer Part 2

Exercise 9 – Advanced Repository Explorer Part 2



Purpose: To understand the structured storage of components (diagrams and symbols) in the repository and learn how to navigate in the stored information. In this exercise we will also learn how to create, change and delete components in a non graphical way.

Name	Rev.	Type	Modified	By
Government and control operations	0	BusinessProcess	2016 12 08 14:40:03	QualiWare Administrator
Purchase car	0	BusinessProcess	2017 01 02 10:59:15	QualiWare Administrator
Market product and service	0	BusinessProcess	2016 12 08 16:04:37	QualiWare Administrator
Rent a car	0	BusinessProcess	2016 12 29 13:29:01	QualiWare Administrator
Perform maintenance	0	BusinessProcess	2016 12 08 16:04:37	QualiWare Administrator
Bill customer	0	BusinessProcess	2016 12 08 16:04:36	QualiWare Administrator
Manage human resource	0	BusinessProcess	2016 12 08 16:04:37	QualiWare Administrator
Provide information technology	0	BusinessProcess	2016 12 08 16:04:38	QualiWare Administrator
Customer needs car	0	BusinessEvent	2016 12 08 16:04:37	QualiWare Administrator
Customer is satisfied	0	BusinessEvent	2016 12 08 16:04:37	QualiWare Administrator
Chief Executive Officer	0	Position	2017 01 02 15:31:46	QualiWare Administrator
Chief Operating Officer	0	Position	2016 12 22 10:54:51	QualiWare Administrator
Rent a car	0	BusinessProcess	2016 12 29 13:29:01	QualiWare Administrator



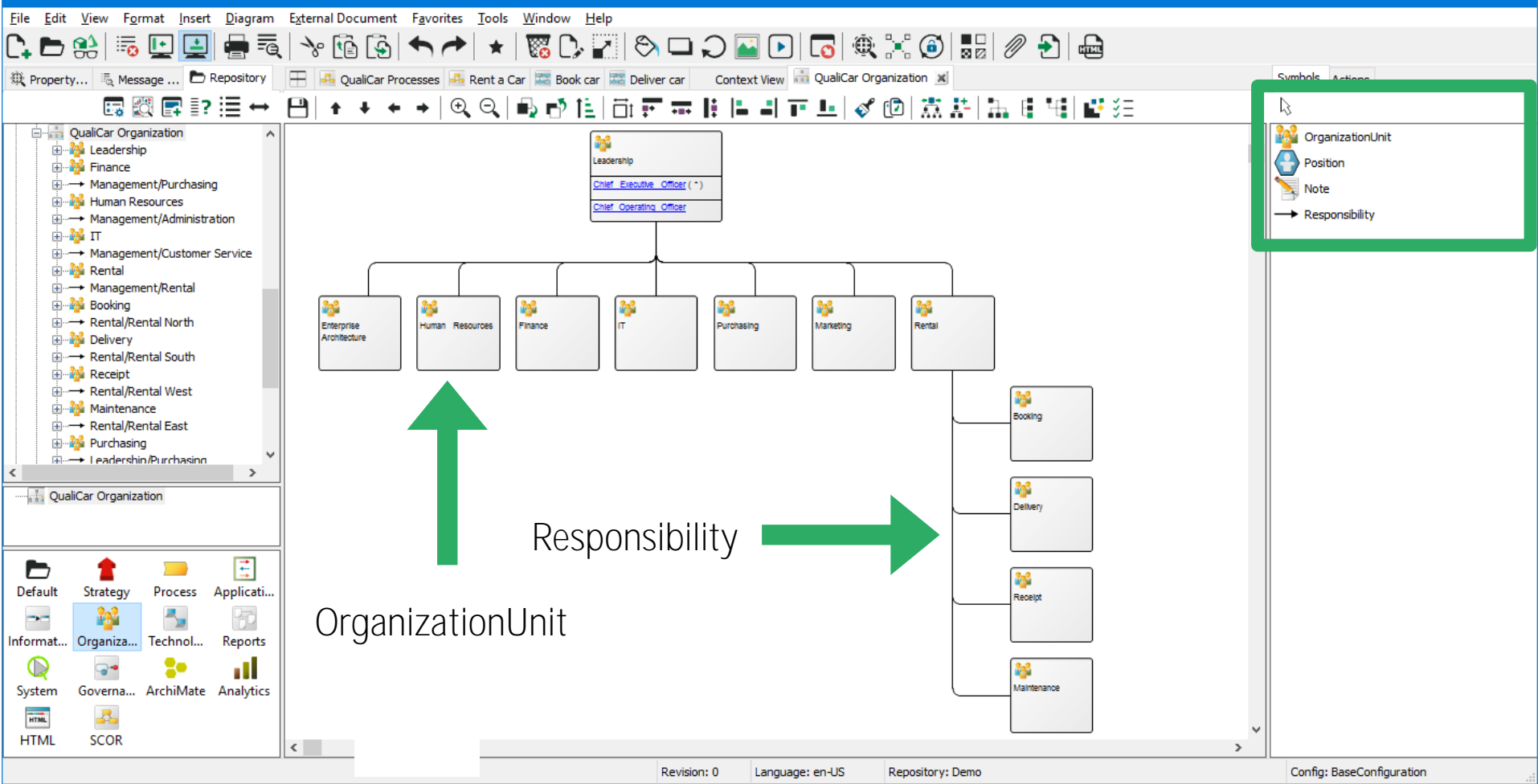
qualiware®
Enabling positive change

Organization

Organization



The diagram OrganizationDiagram is used for describing organizational structures



Available symbols

OrganizationUnit

 Leadership
Chief Executive Officer (*)
Chief Operating Officer

Properties for OrganizationUnit


OrganizationUnit : Leadership : Rev. 0 : Default

OrganizationUnit
Audits
Address
HealthCheck
Describe
Associate
Governance

Short Description:
Administrative unit that Governs and controls QualiCar

Responsible: Chief Executive Officer [Position]

Resources:

Name	Type
 Chief Operating Officer	Position

FTE:

Staff

Breaks Down To:

Name	Type
------	------

Show on diagram: Name, Responsible, Resources

OK Cancel Apply

← Short description

← Responsible

← Resources

← Breaks down to

Position



Properties for Position


Position : Chief Executive Officer : Rev. 0 : Default

Position
Minimum Comp.
Minimum req.
Authority
Describe
Associate
Governance
Audits

Short Description: Head of QualiCar.

Task: Responsible for the direction in QualiCar.

Position holders:

Name	Rev.	Type	M
 Cecil Grosscastle	0	Person	2

Goals:

Name	Rev.	Type	M
------	------	------	---

OK Cancel Apply



Short description



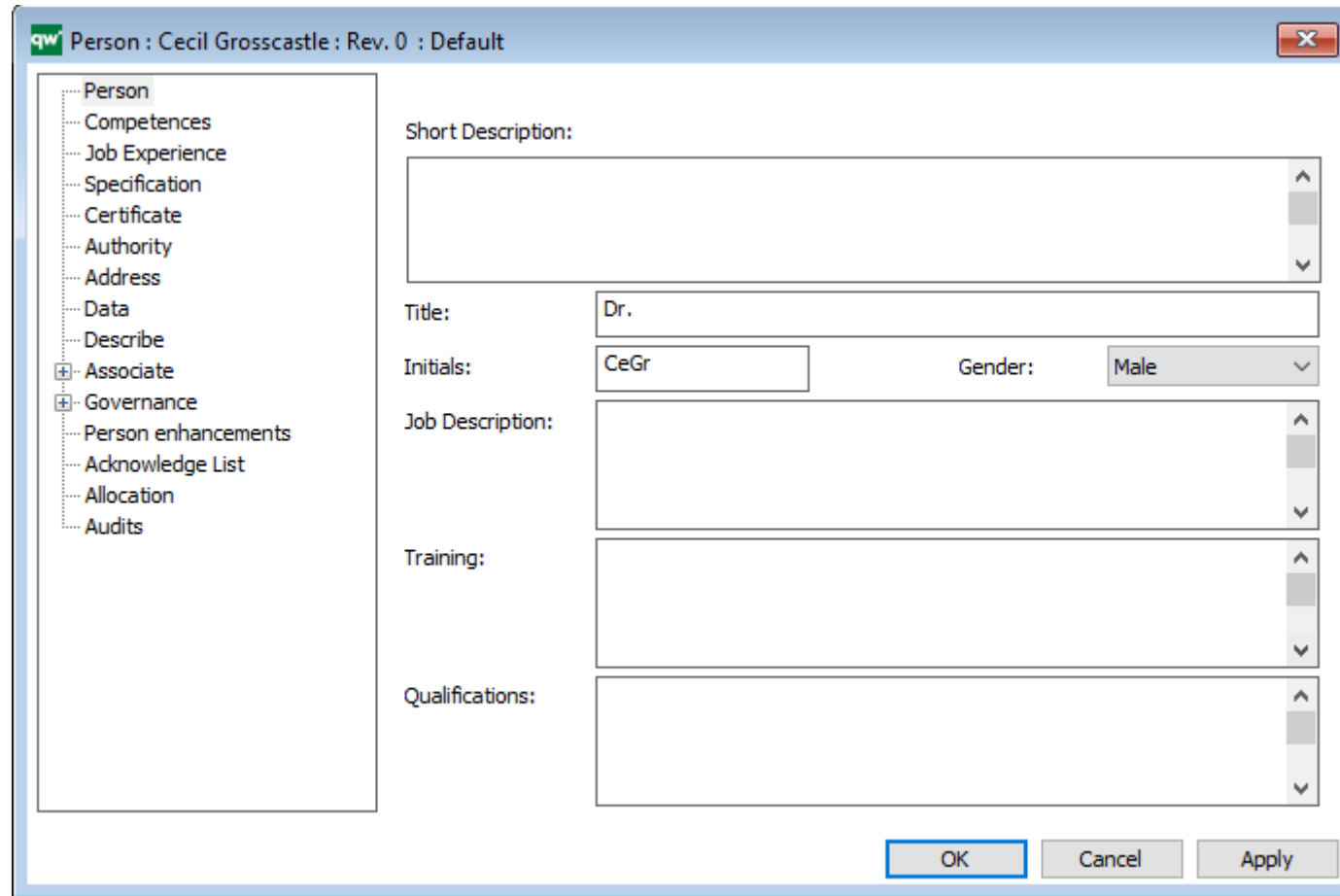
Task



Position holders
Link to Person

Person

Properties for a Person



Person : Cecil Grosscastle : Rev. 0 : Default

- Person
- Competences
- Job Experience
- Specification
- Certificate
- Authority
- Address
- Data
- Describe
- Associate
- Governance
- Person enhancements
- Acknowledge List
- Allocation
- Audits

Short Description:

Title: Dr.

Initials: CeGr Gender: Male

Job Description:

Training:

Qualifications:

OK Cancel Apply



Short description

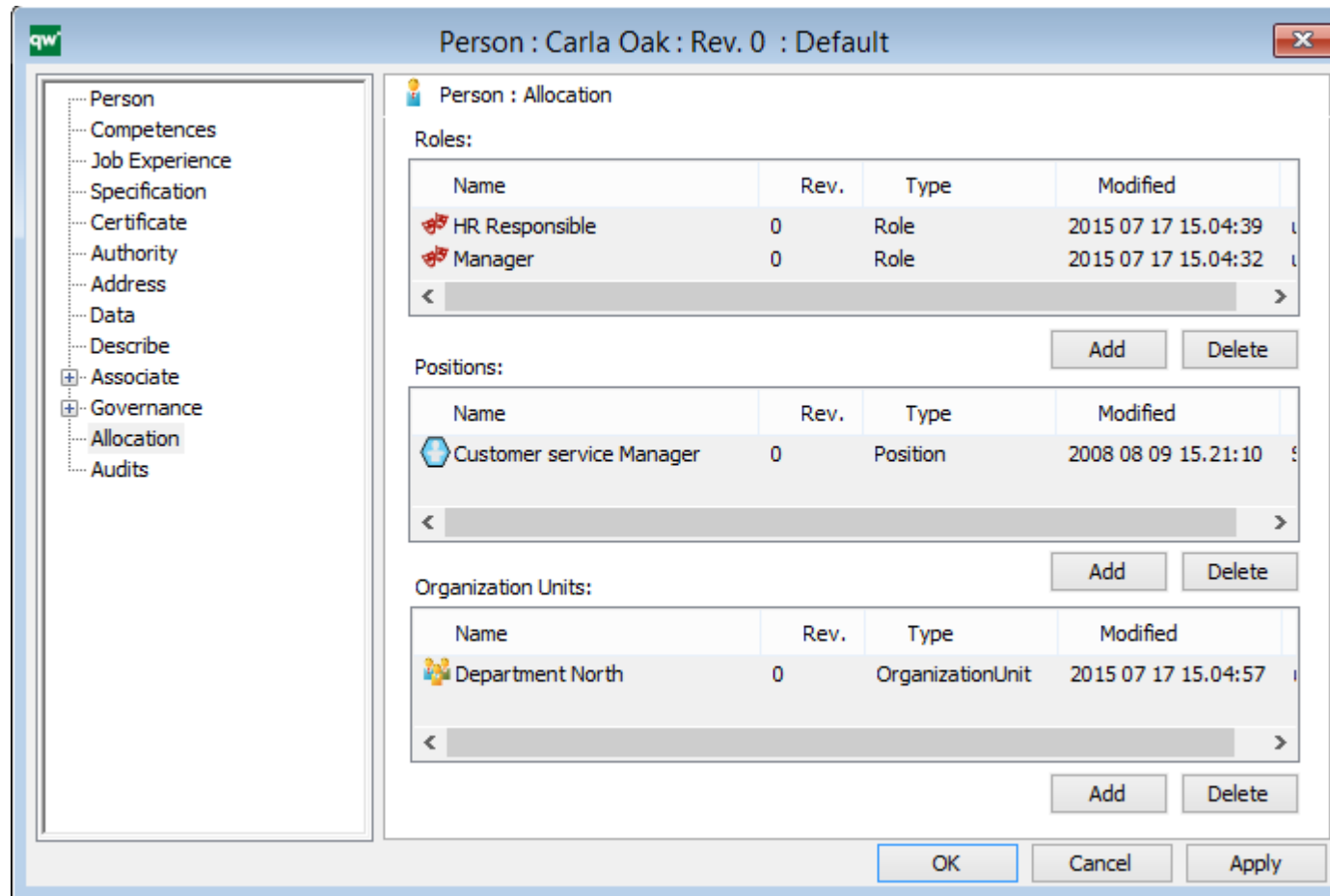


Title
Gender
(will affect the symbol)



Person

Roles, position and organizational belonging can be described for a person in the tab **Allocation**.



Person : Allocation

Roles:

Name	Rev.	Type	Modified
HR Responsible	0	Role	2015 07 17 15.04:39
Manager	0	Role	2015 07 17 15.04:32

Positions:

Name	Rev.	Type	Modified
Customer service Manager	0	Position	2008 08 09 15.21:10

Organization Units:

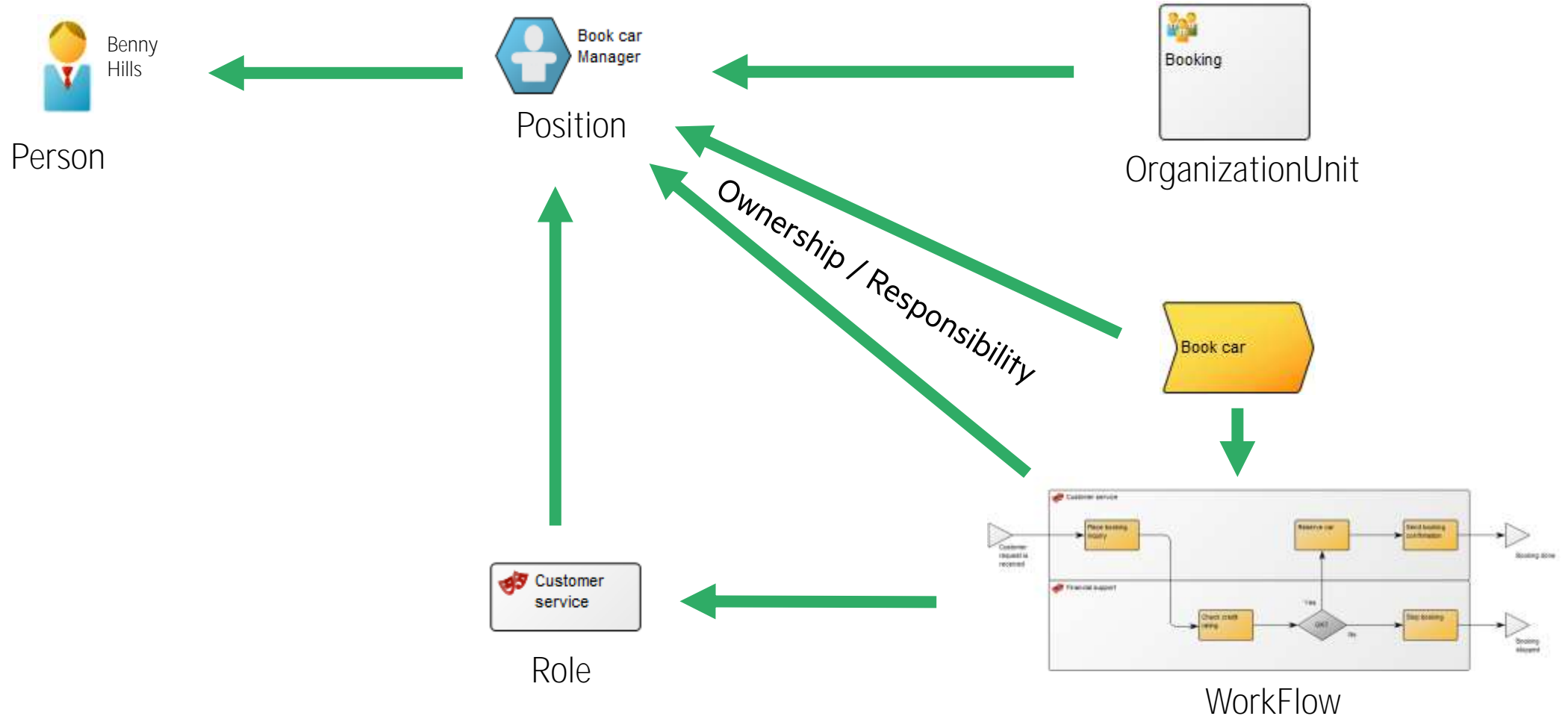
Name	Rev.	Type	Modified
Department North	0	OrganizationUnit	2015 07 17 15.04:57

OK Cancel Apply

It is not possible to insert from a grey field.

Use the buttons for Add and Delete instead..

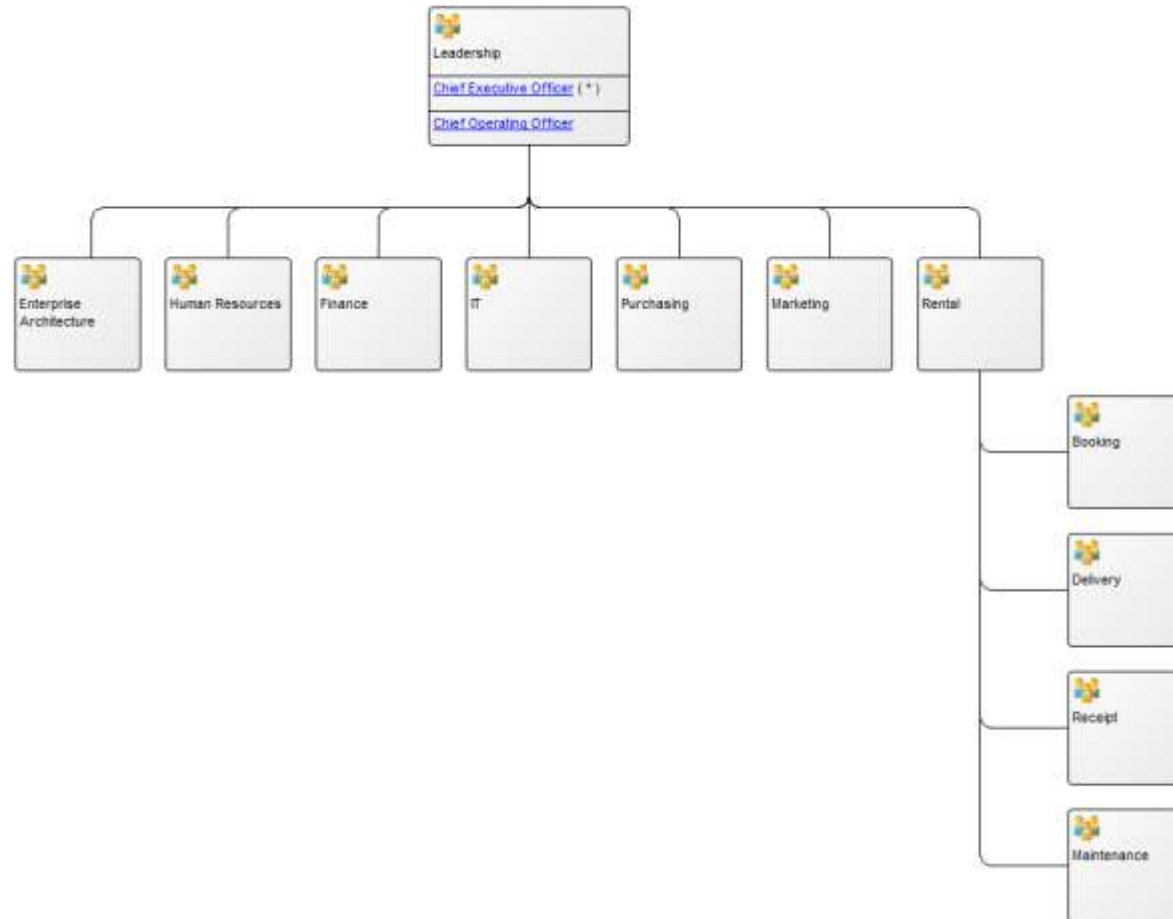
Relations organization - process



Demo - Organization

Exercise 10 - Organization

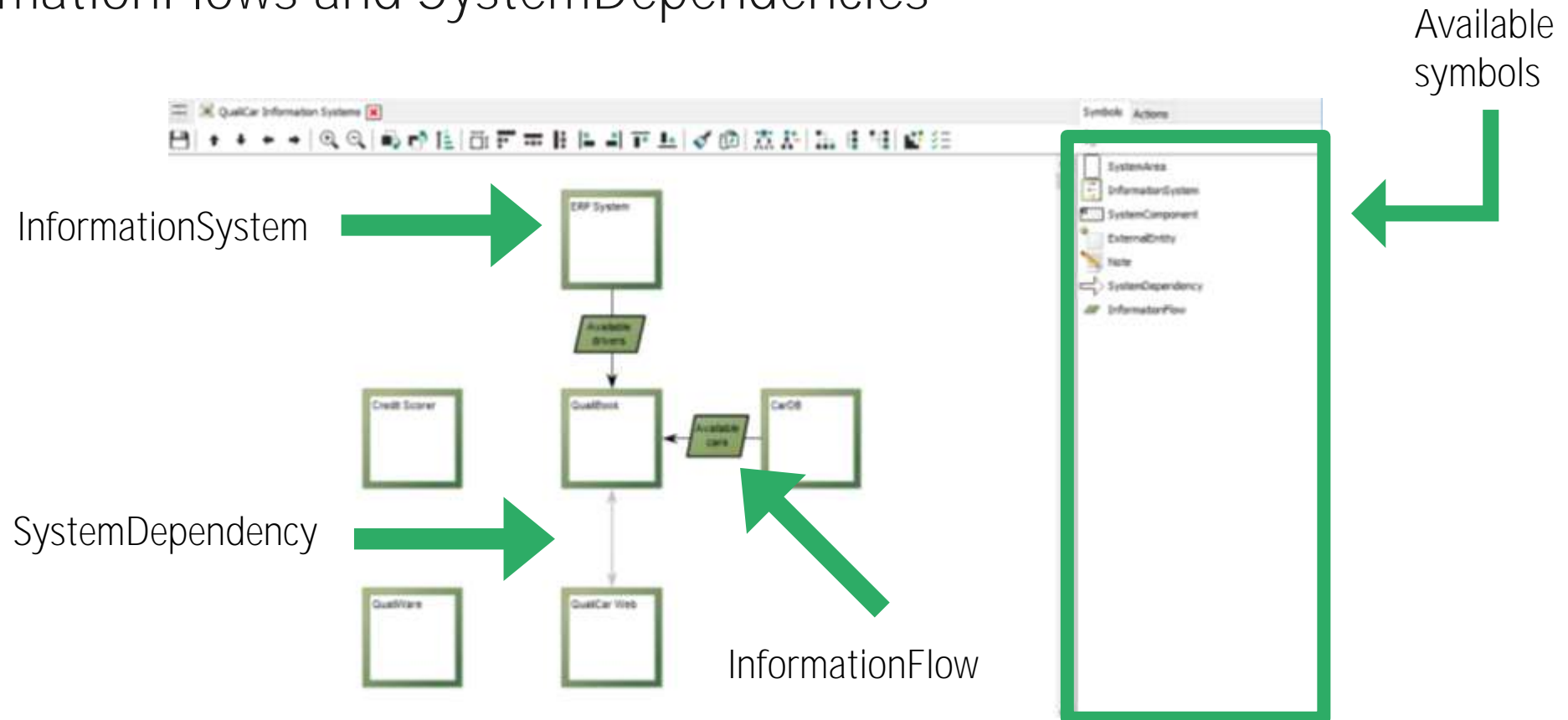
Purpose: To learn how to draw organization diagram and describe organization units and positions. We will also learn more about editing a diagram.



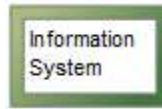
Information Technology and Actions

ApplicationArchitectureDiagram

- ApplicationArchitectureDiagram is used to draw application landscapes
- InformationSystems
- InformationFlows and SystemDependencies



InformationSystem



InformationSystem : QualiBook : Rev. 0 : Default

InformationSystem

- ... Audits
- ... Responsibility
- ... Capability
- ... Information
- ... HealthCheck
- ... Techniques
- ... Describe
- + Associate
- + Governance
- ... Components
- ... Lifecycle
- ... Usage Scope
- ... Services
- ... Provides
- ... Evaluations
- ... Infrastructure

Short Description:
This is the booking system developed especially for QualiCar

Breaks Down To:

Name	Rev.	Type	Mod
QualiBook component landscape	0	ApplicationArchi...	201

System short name: System type:

of users:

Installed release: Installation date:

Project plans:

Name	Type
Update QualiBook to 7.0	Project
QualiCar systems roadmap 2017	StrategicRoadmap

OK Cancel Apply



Description



Decomposition

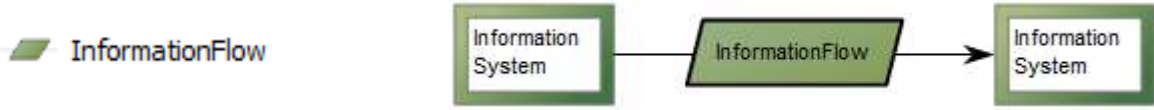


System metadata



Projects and roadmaps

InformationFlow



qw InformationFlow : Available cars : Rev. 0 : Default

InformationFlow

- Audits
- Access
- Transformations
- HealthCheck
- Describe
- Associate
- Governance

Short Description:
Sends [Available cars](#) from [CarDB](#) to [QualiBook](#).

Frequency: 15 per Minute

Response Time: 20ms Max. age: 24h

Size: 200mb Accessible: IOI

Security: SSL

Breaks Down To:

Name	Rev.	Type	M
▲ Available cars	0	Attribute	2

OK Cancel Apply

- ← Description
- ← Information flow metadata
- ← Attributes, Data entities etc.

SystemDependency



SystemDependency : QualiBook - QualiCar Web : Rev. 0 : Default

- SystemDependency
- Audits
- Describe
- Associate
- Governance

Short Description:

Detailed system dependency containing information flows between [QualiCar Web](#) and [QualiBook](#).

Breaks down to:

Name	Rev.	Type	Modified
QualiBook - QualiCar Web	0	ApplicationArchi...	2017 01 17 12.13:28

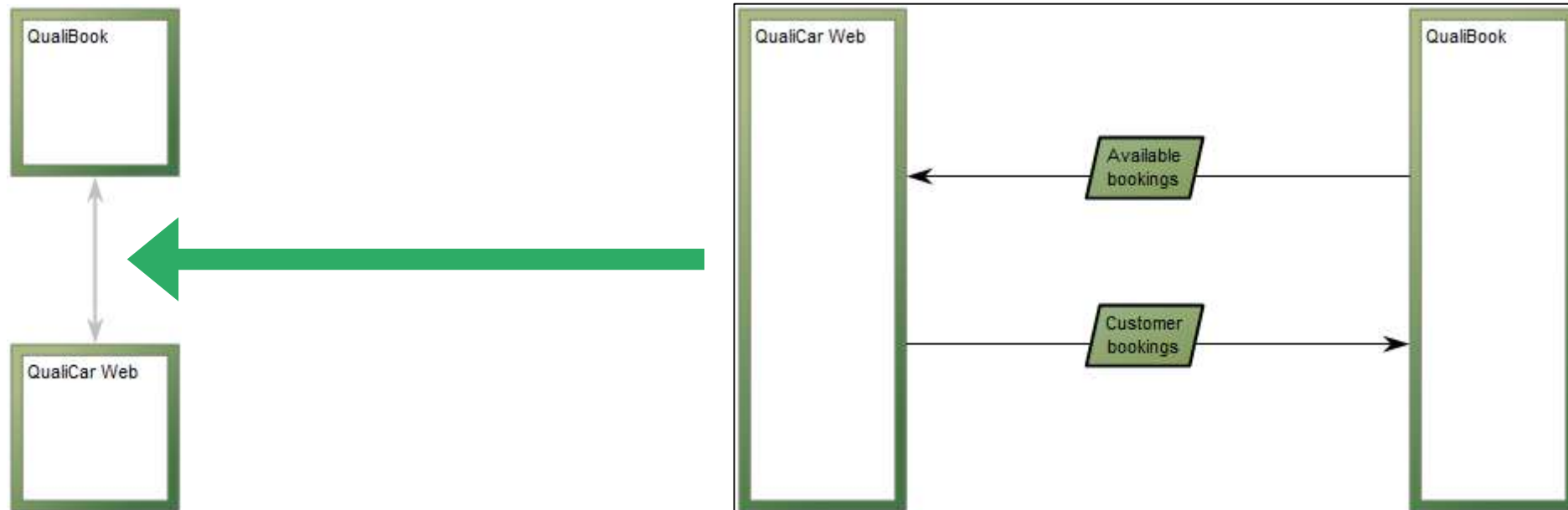
OK Cancel Apply

- Description
- Information flow metadata
- Attributes, Data entities etc.

SystemDependency

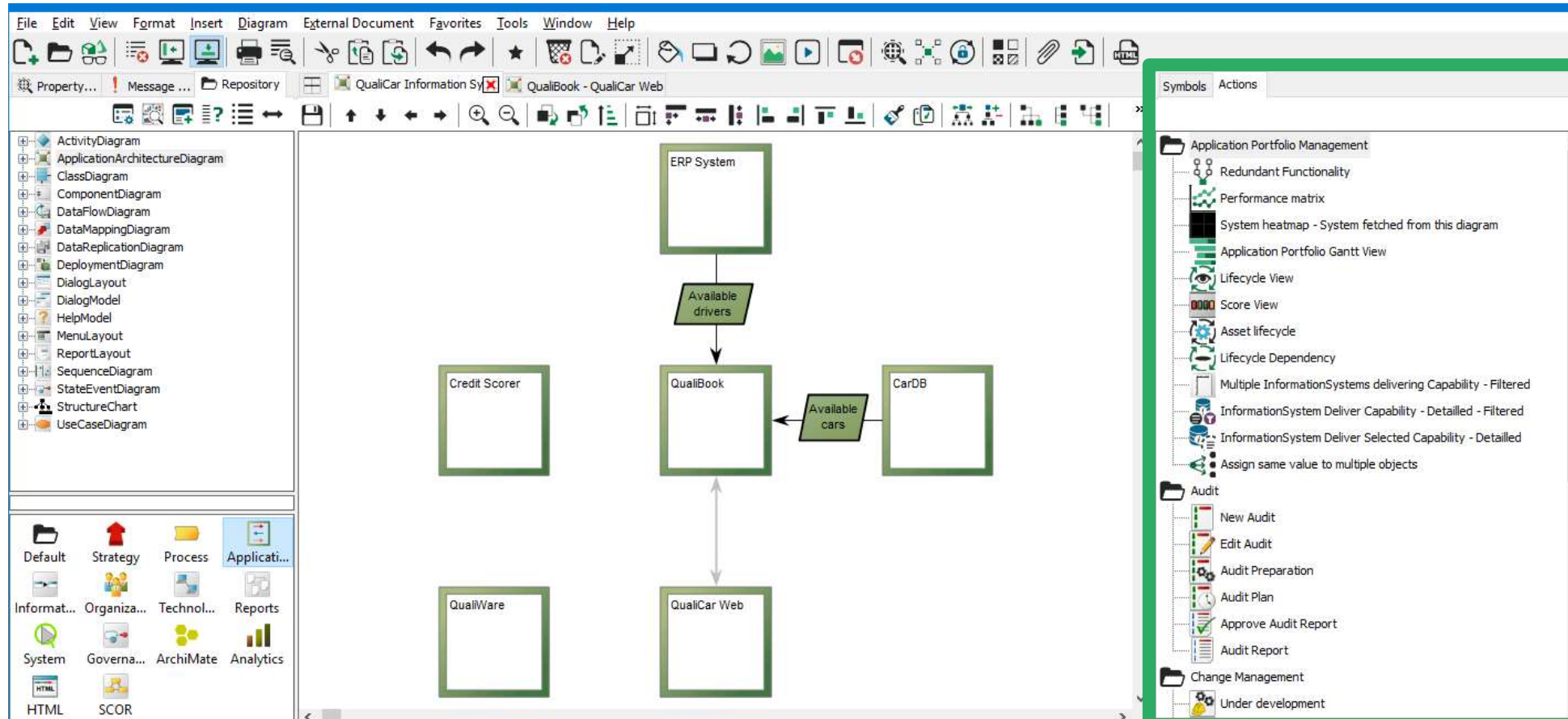


- Use SystemDependency to describe complex information flows

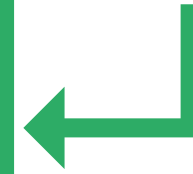


Actions

- Can be used to execute analyses and automatically generate Matrixes, BusinessCharts, highlights and much more

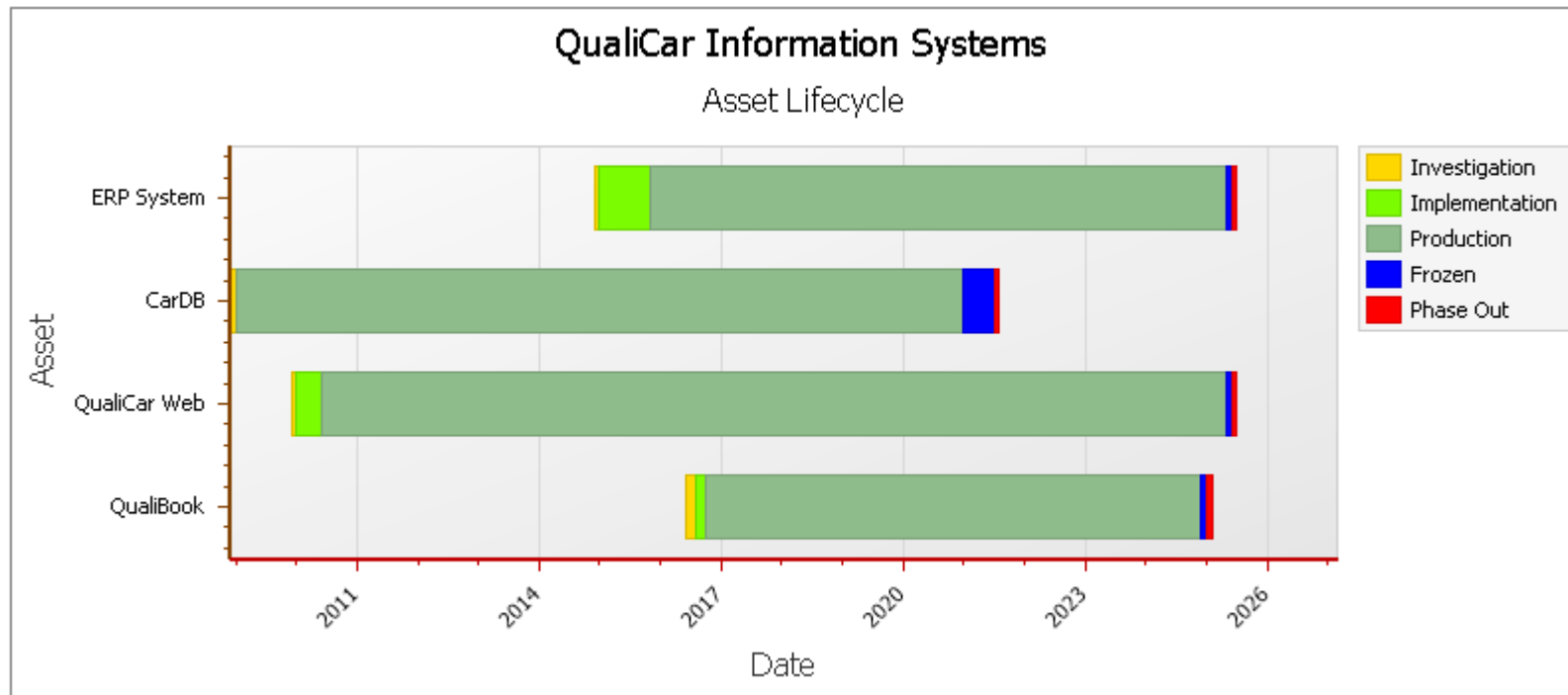


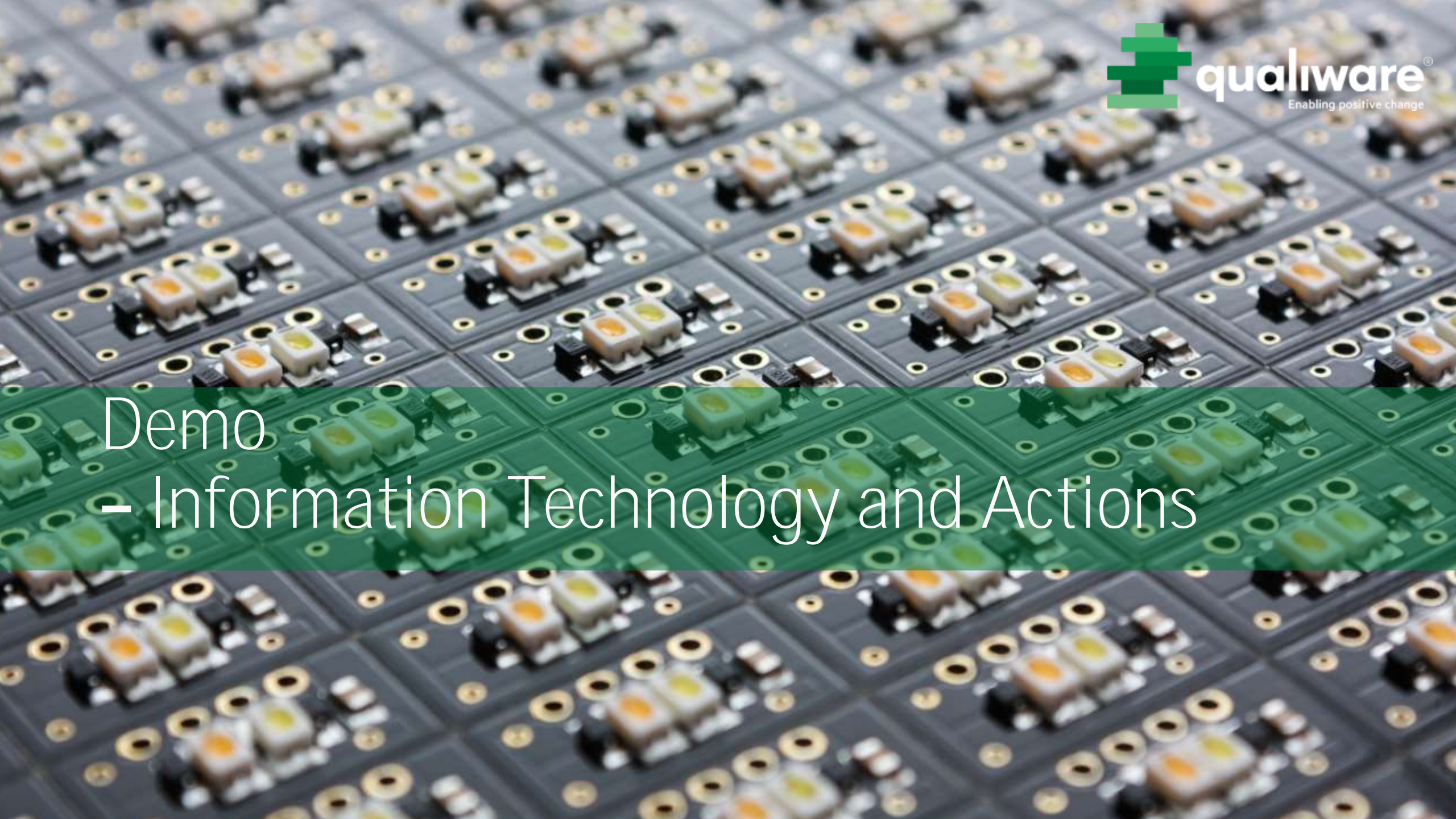
Available actions



Actions

- BusinessChart based on object properties

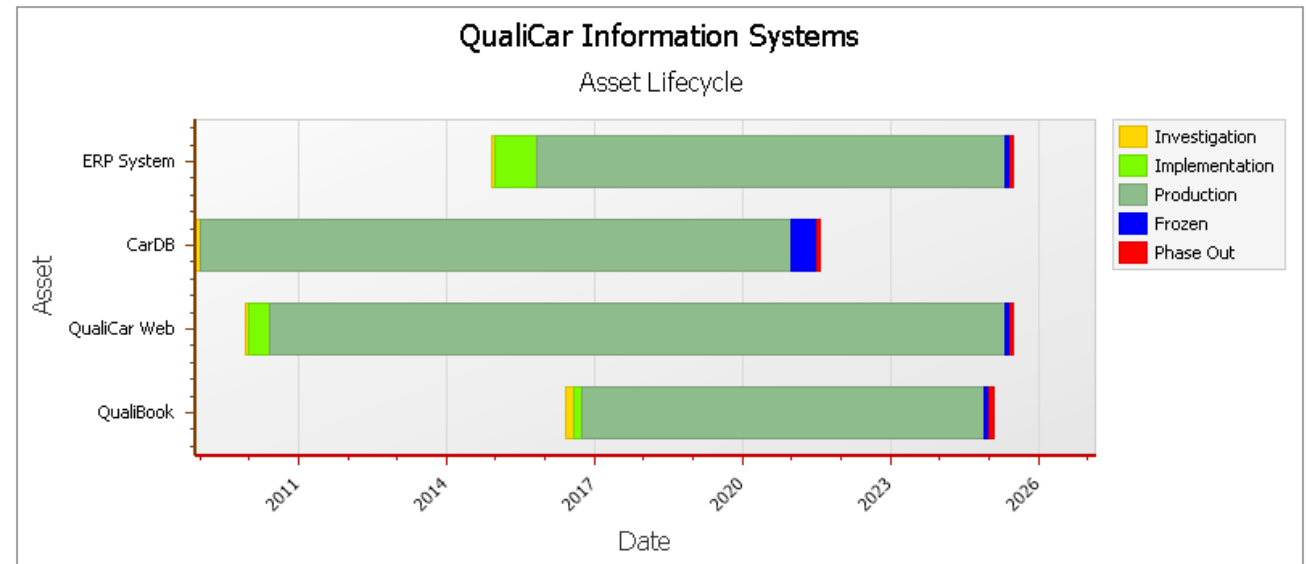
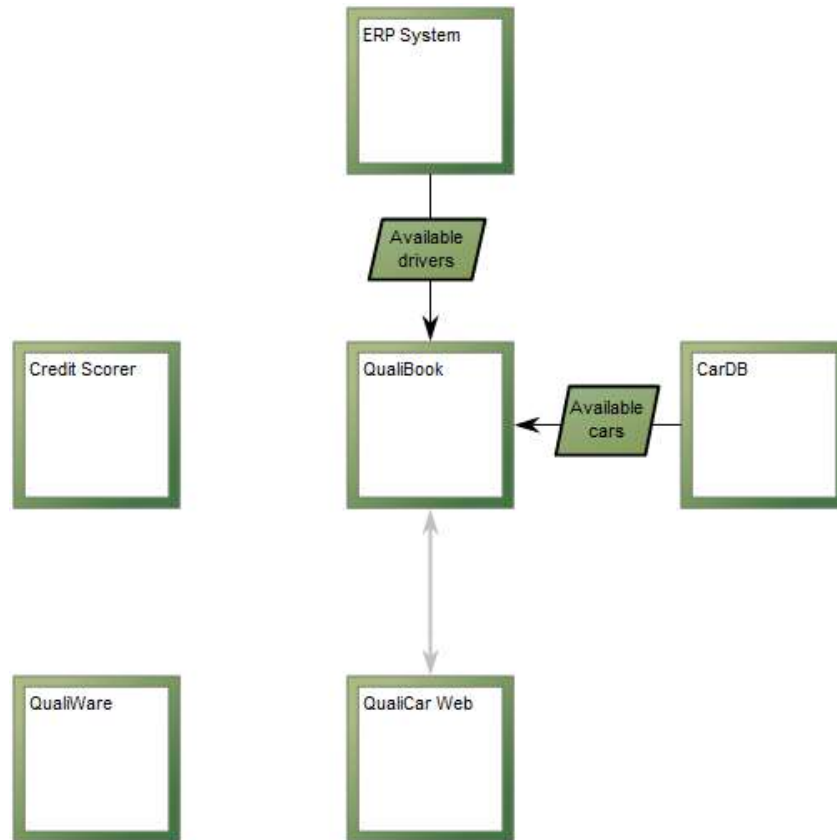




Demo
– Information Technology and Actions

Exercise 11 – Information technology and Actions

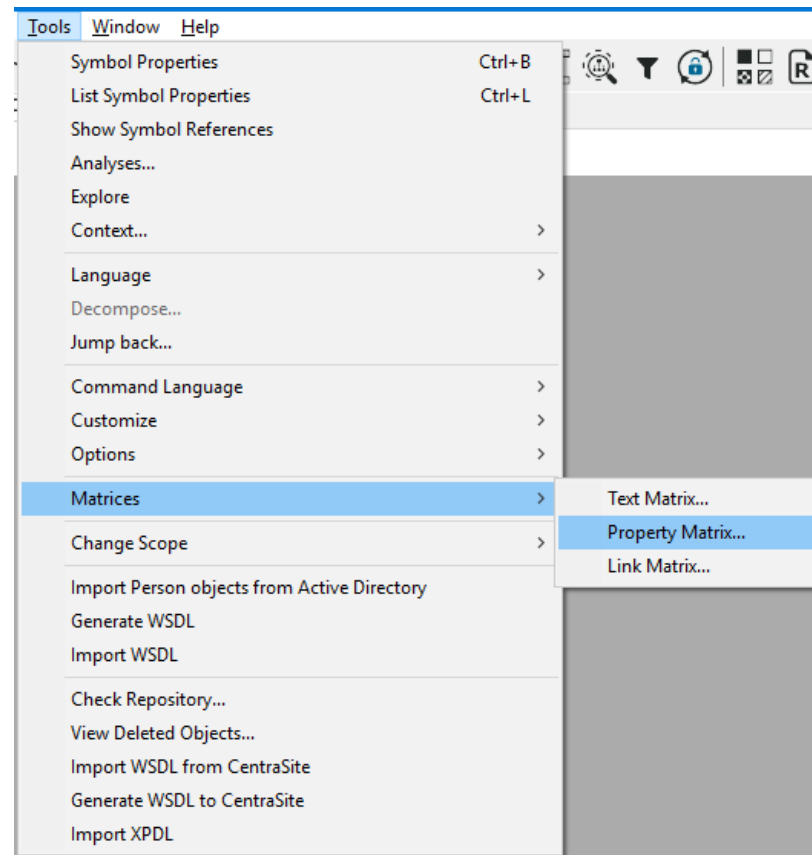
Purpose: Understand how to document information systems and their dependencies. Additionally understand how to analyze diagrams and symbols with the action functionality.



Matrix

Matrix

There are three different types of matrices:
Text matrix, Property matrix and Link matrix

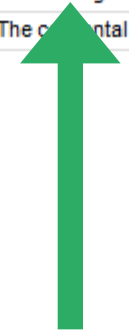


Matrix

Property Matrix is used to display selected properties for a number of objects

QualiCar Processes Matrix	Owner:	Responsible:	Short Description:
Bill customer	Chief Financial Officer	Accounting Manager	Billing the customer the appropriate amount in a timely manner.
Govern and control operations	Chief Executive Officer	Chief Operating Officer	Governing and controlling the operations in the business.
Manage human resource	Head of HR	HR Manager	Using, fixing and training personnel.
Market product and service	Chief Sales Officer	Marketing Manager	Marketing QualiCar.
Perform maintenance	Chief Operating Officer	Garage Manager	Working condition.
Provide information technology	Chief Technical Officer	IT Manager	Managing current information systems.
Purchase car	Chief Operating Officer	Purchasing Manager	Purchasing new cars for the fleet.
Rent a car	Chief Operating Officer	Rent a car Manager	The rental process is a core process in our business.

- Insert...
- New...
- Remove...




Double click in a cell to update!

Matrix

Link Matrix is used to show how objects of a certain template (rows) through properties are linked to other objects (columns)

QualiCar Process / Position Links	Accounting Manager	Book car Assistant	Book car Manager	Chief Executive Officer	Chief Financial Officer	Chief Operating Officer	Chief Sales Officer	Chief Technical Officer
Bill customer	Responsible				Owner			
Govern and control operations				Owner		Responsible		
Manage human resource								
Market product and service							Owner	
Perform maintenance						Owner		
Provide information technology								Owner
Purchase car						Owner		
Rent a car						Owner		

Owner
Responsible



Double click in a cell to update!

Demo - Matrix

Exercise 12 – Matrix

Purpose: To learn how to use the Matrix editor to create property matrices and link matrices. The exercise will also give an understanding of how information stored in the repository can be presented and updated.

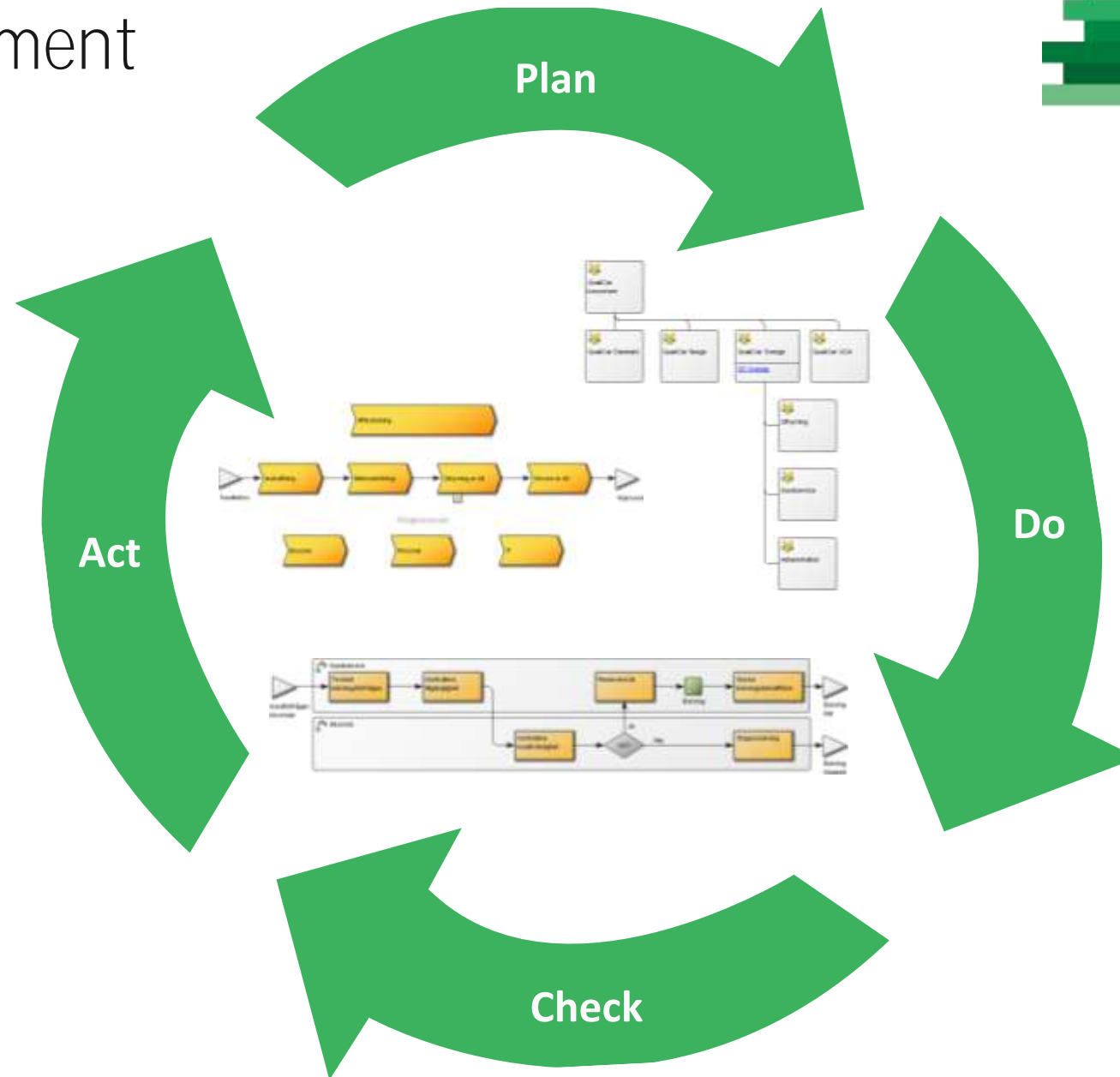
QualiCar Processes Matrix	Owner:	Responsible:	Short Description:
Bill customer	Chief Financial Officer	Accounting Manager	Billing the customer the appropriate amount in a timely manner.
Govern and control operations	Chief Executive Officer	Chief Operating Officer	Governing and controlling the operations in the business.
Manage human resource	Head of HR	HR Manager	Using, fixing and training personnel.
Market product and service	Chief Sales Officer	Marketing Manager	Marketing QualiCar.
Perform maintenance	Chief Operating Officer	Garage Manager	Maintaining working condition.
Provide information technology	Chief Technical Officer	IT Manager	Maintaining current information systems.
Purchase car	Chief Operating Officer	Purchasing Manager	Purchasing new cars for the fleet.
Rent a car	Chief Operating Officer	Rent a car Manager	The car rental process is a core process in our business.



Introduction to Change Management

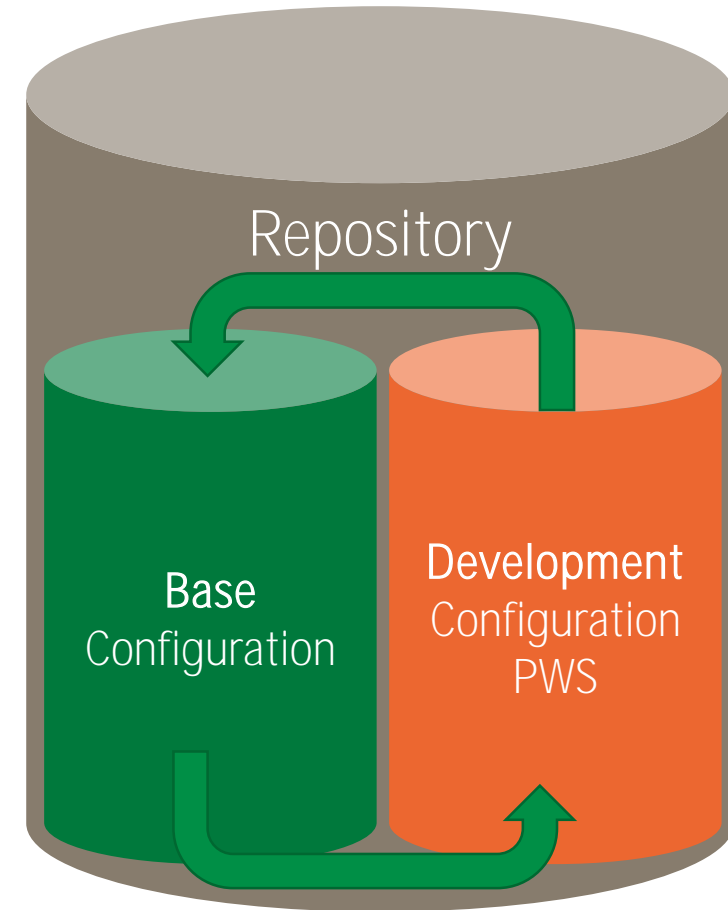
Change Management

- Configurations
- Version (=revision)
- Governance Status



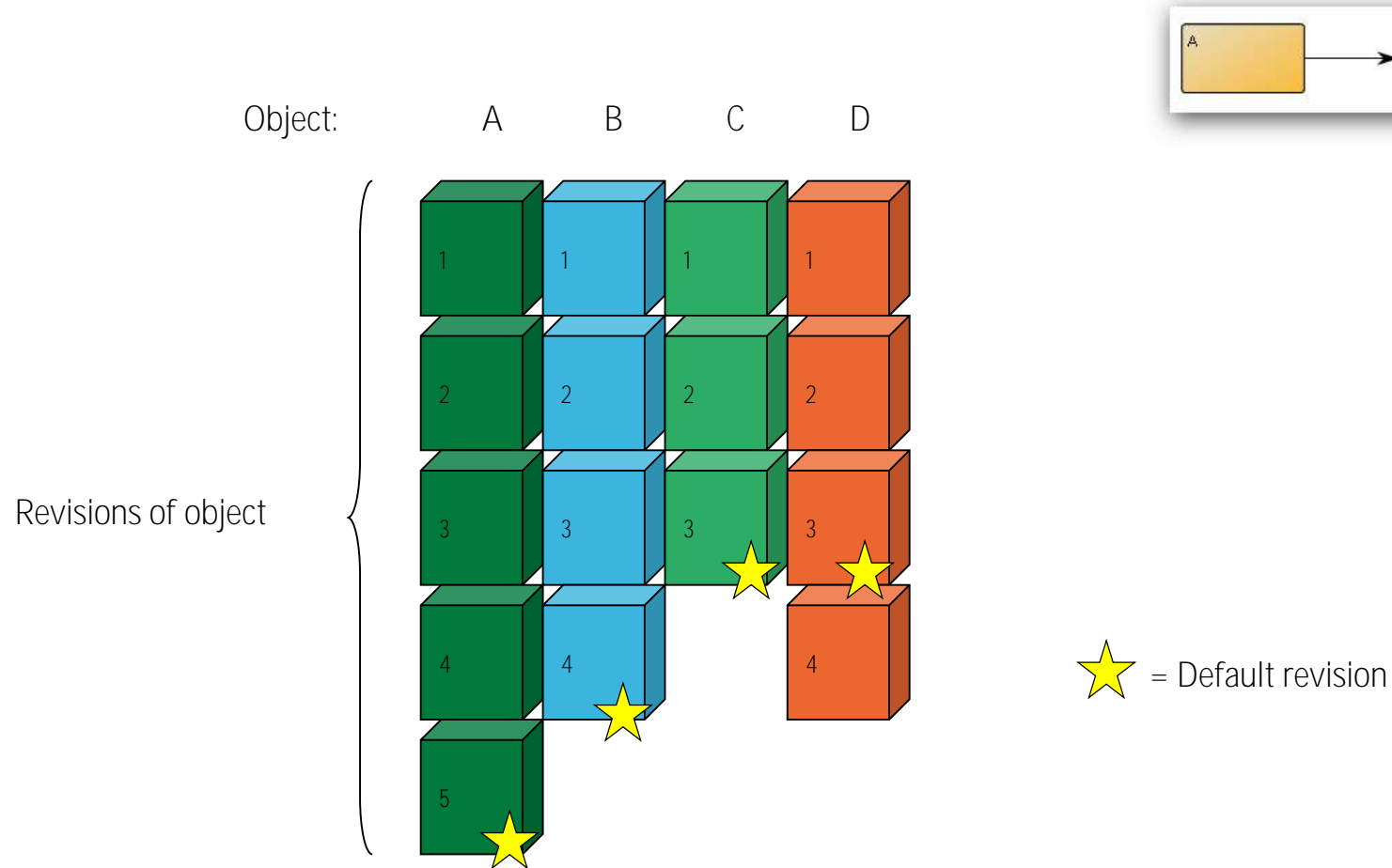
Configurations

- Changes in the PWS are not visible outside the PWS
- All objects in the repository are available in the PWS
- Analyze the impact and promote the changes
- Many PWS can be active at the same time
- Several users can share the same PWS

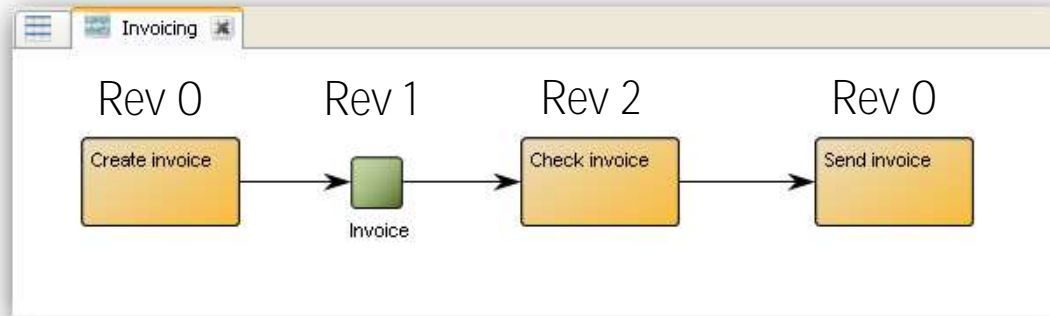


Revisions

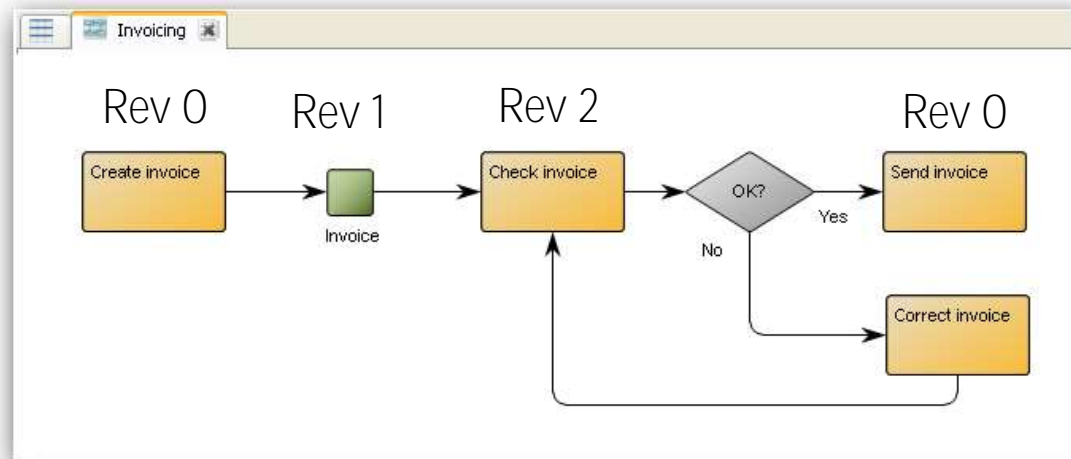
Create a new revision of an object when you need to keep track of changes



Revisions



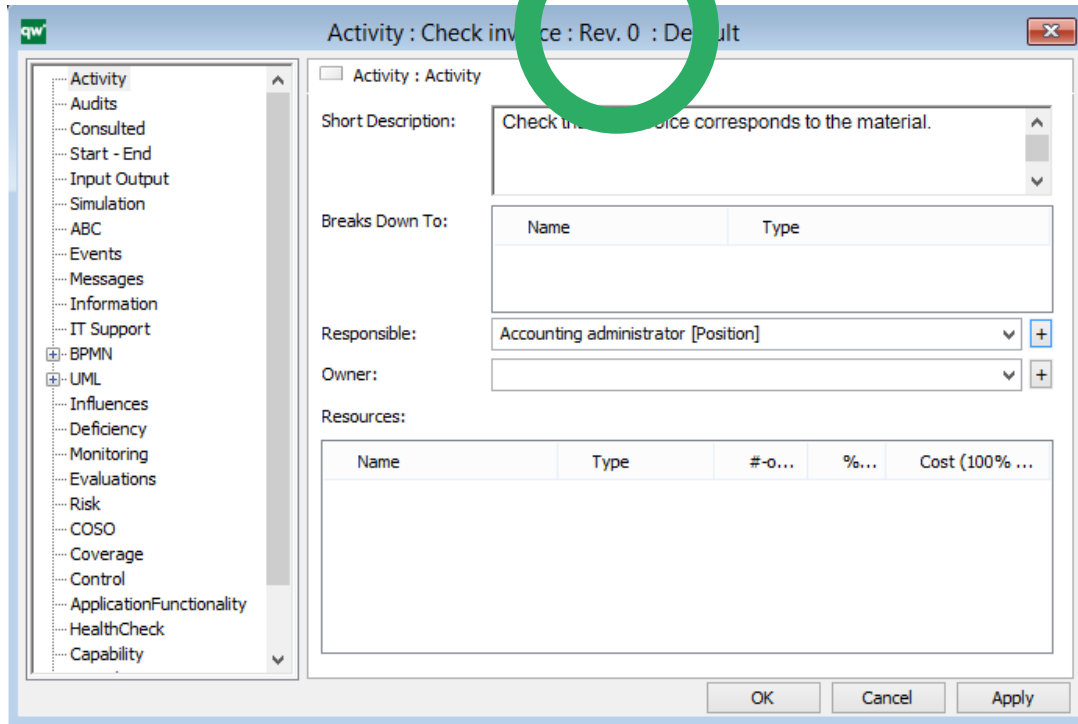
Revision 0 for WorkFlowDiagram
'Invoicing' can contain objects with
different revision numbers



Create revision 1 for
WorkFlowDiagram 'Invoicing' when
you want to change the drawing

Revisions

Revision number for the object is displayed in the dialog



Activity : Check invoice : Rev. 0 : Default

Activity : Activity

Short Description: Check the invoice corresponds to the material.

Breaks Down To:

Name	Type
------	------

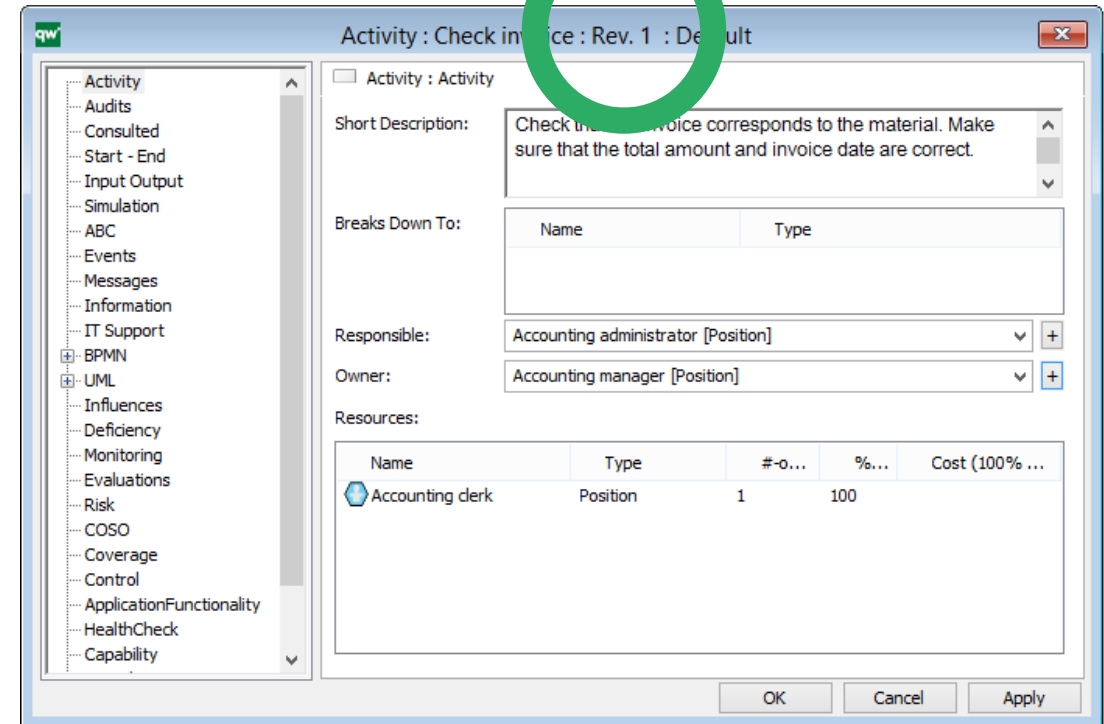
Responsible: Accounting administrator [Position]

Owner:

Resources:

Name	Type	#-o...	%...	Cost (100% ...
------	------	--------	------	----------------

OK Cancel Apply



Activity : Check invoice : Rev. 1 : Default

Activity : Activity

Short Description: Check the invoice corresponds to the material. Make sure that the total amount and invoice date are correct.

Breaks Down To:

Name	Type
------	------

Responsible: Accounting administrator [Position]

Owner: Accounting manager [Position]

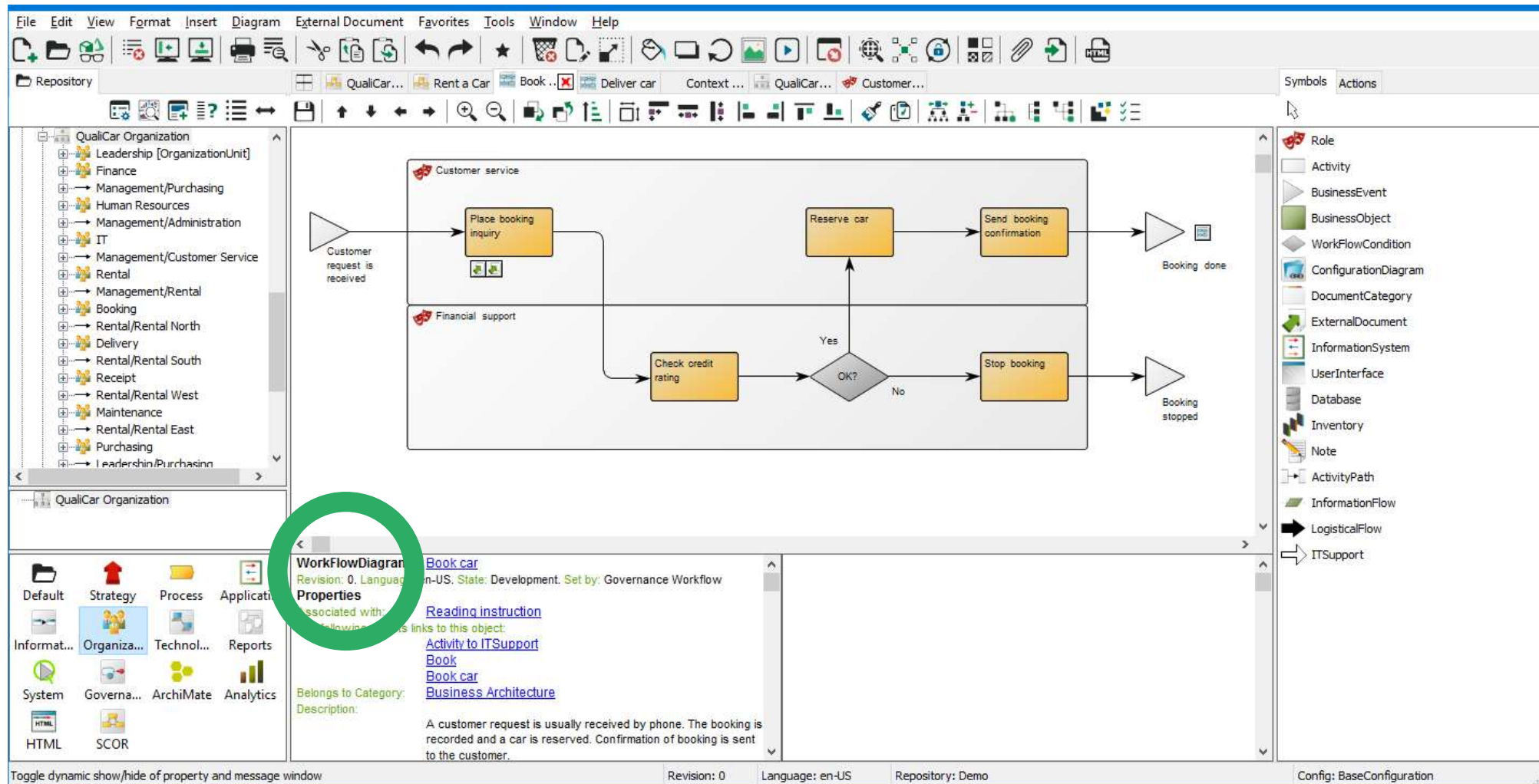
Resources:

Name	Type	#-o...	%...	Cost (100% ...
Accounting clerk	Position	1	100	

OK Cancel Apply

Revisions

Revision number for the diagram (and the object) is displayed in the in the 'Property window'



The screenshot displays the Qualiware software interface. The main workspace shows a workflow diagram for a car rental process. The diagram is divided into two swimlanes: 'Customer service' and 'Financial support'. The 'Customer service' swimlane contains the steps: 'Place booking inquiry', 'Reserve car', and 'Send booking confirmation'. The 'Financial support' swimlane contains the steps: 'Check credit rating', a decision diamond 'OK?', and 'Stop booking'. The flow starts with 'Customer request is received', leading to 'Place booking inquiry'. From there, it branches to 'Check credit rating' in the 'Financial support' swimlane. If 'OK?', it proceeds to 'Reserve car' in the 'Customer service' swimlane, followed by 'Send booking confirmation', and finally 'Booking done'. If 'No', it proceeds to 'Stop booking' in the 'Financial support' swimlane, leading to 'Booking stopped'.

The 'Property window' at the bottom of the interface is highlighted with a green circle. It shows the following information:

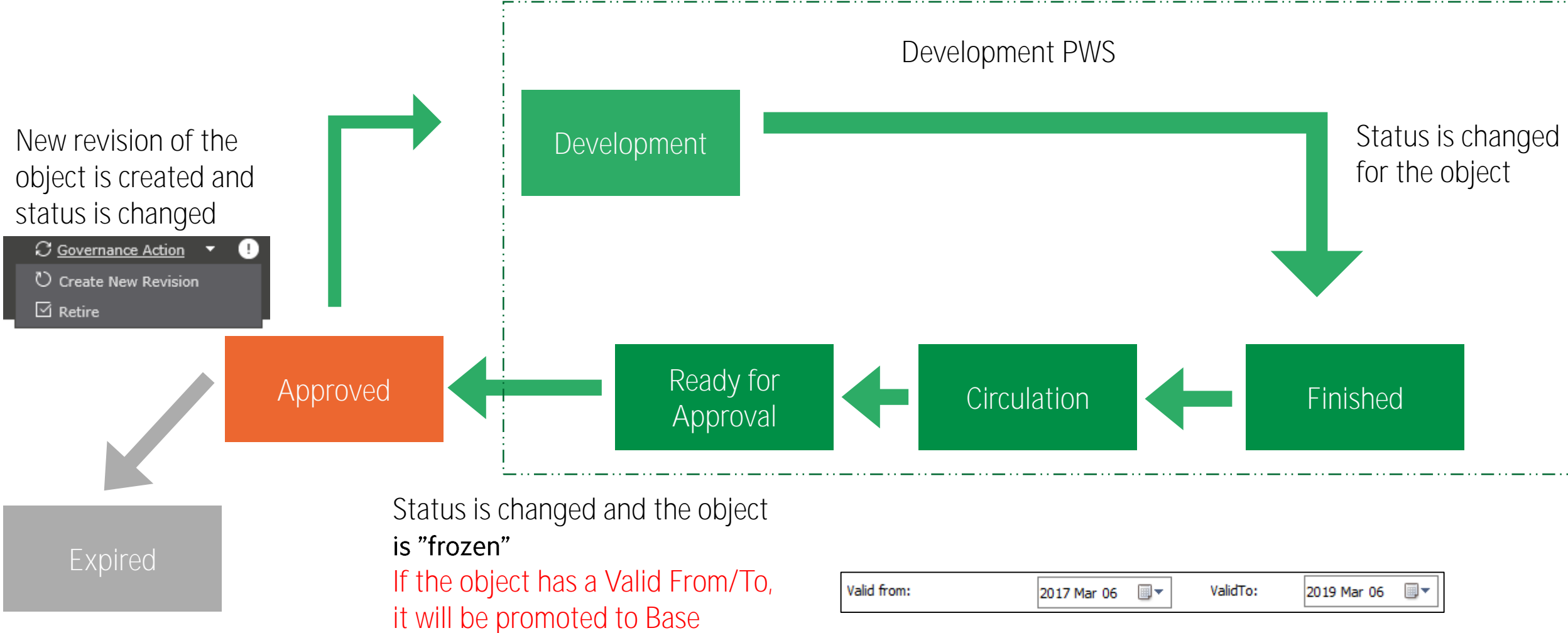
- WorkflowDiagram: [Book car](#)
- Revision: 0, Language: en-US, State: Development, Set by: Governance Workflow
- Properties
 - associated with: [Reading instruction](#)
 - following links to this object:
 - [Activity to ITSupport](#)
 - [Book](#)
 - [Book car](#)
 - [Business Architecture](#)
- Belongs to Category: [Business Architecture](#)
- Description: A customer request is usually received by phone. The booking is recorded and a car is reserved. Confirmation of booking is sent to the customer.

The status bar at the bottom of the interface shows: Revision: 0, Language: en-US, Repository: Demo, Config: BaseConfiguration.

Status



An object has different states during its lifecycle



Governance Workflow

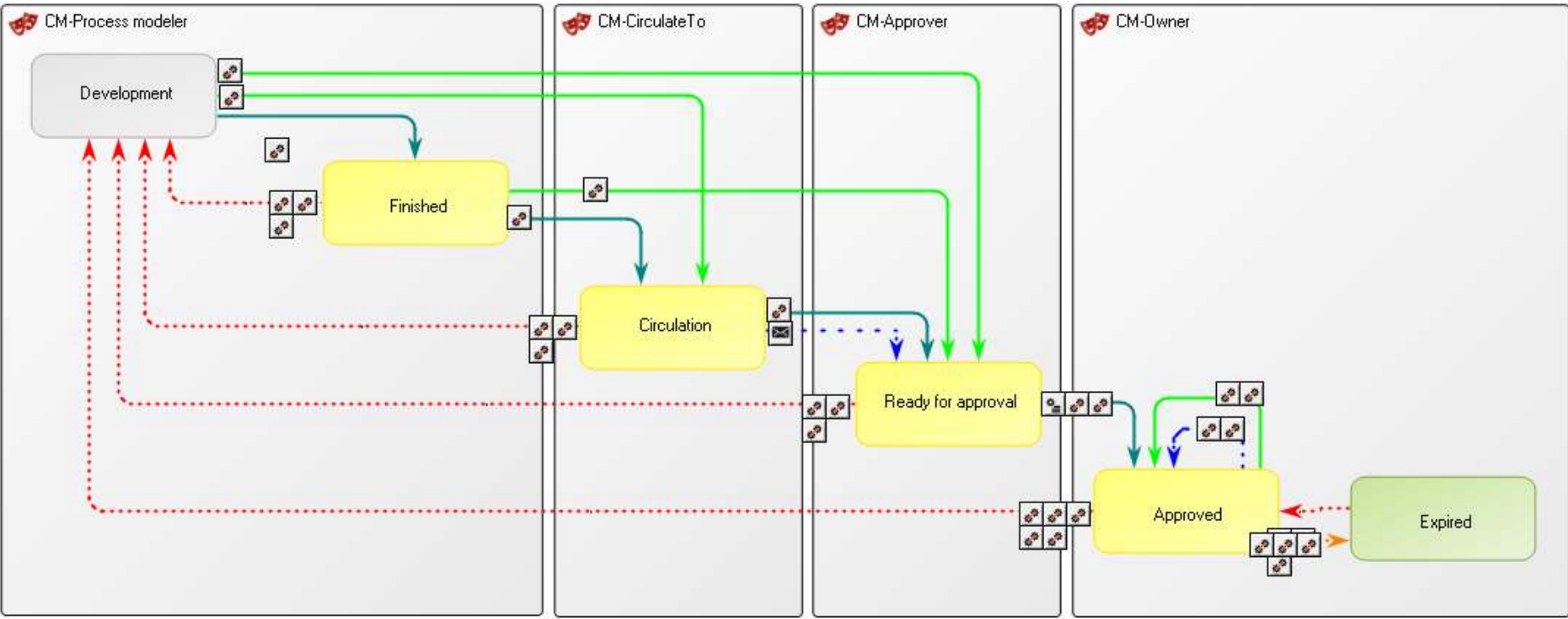


Governance Action

- Finished
- Circulate
- Ready for approval

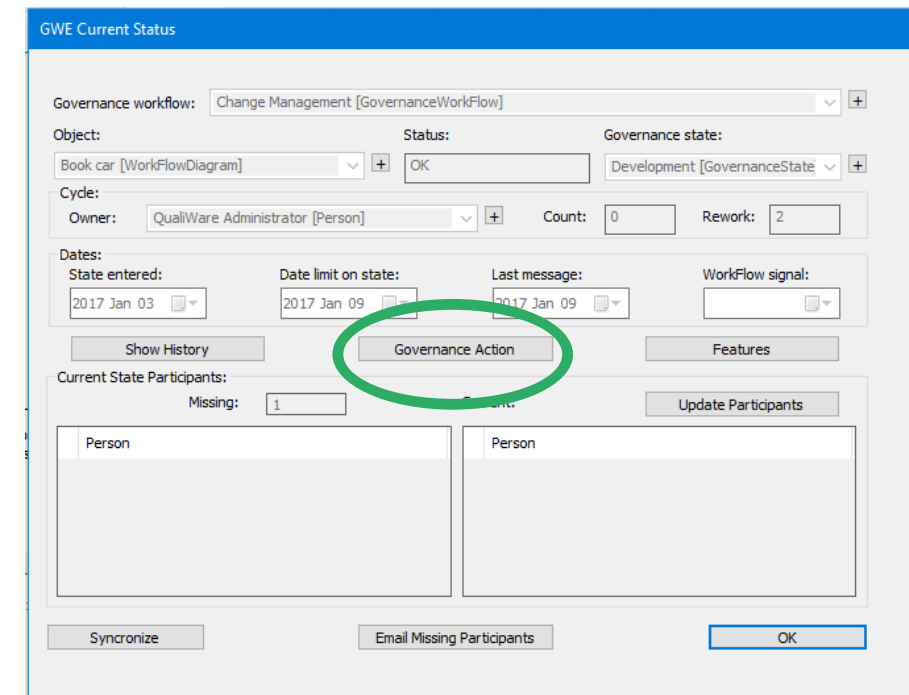
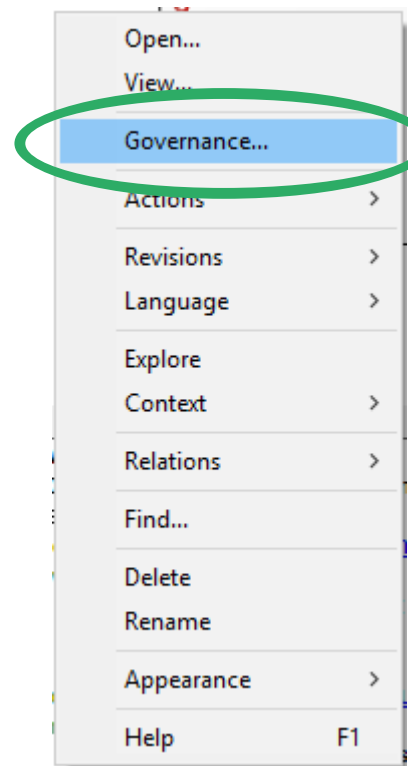
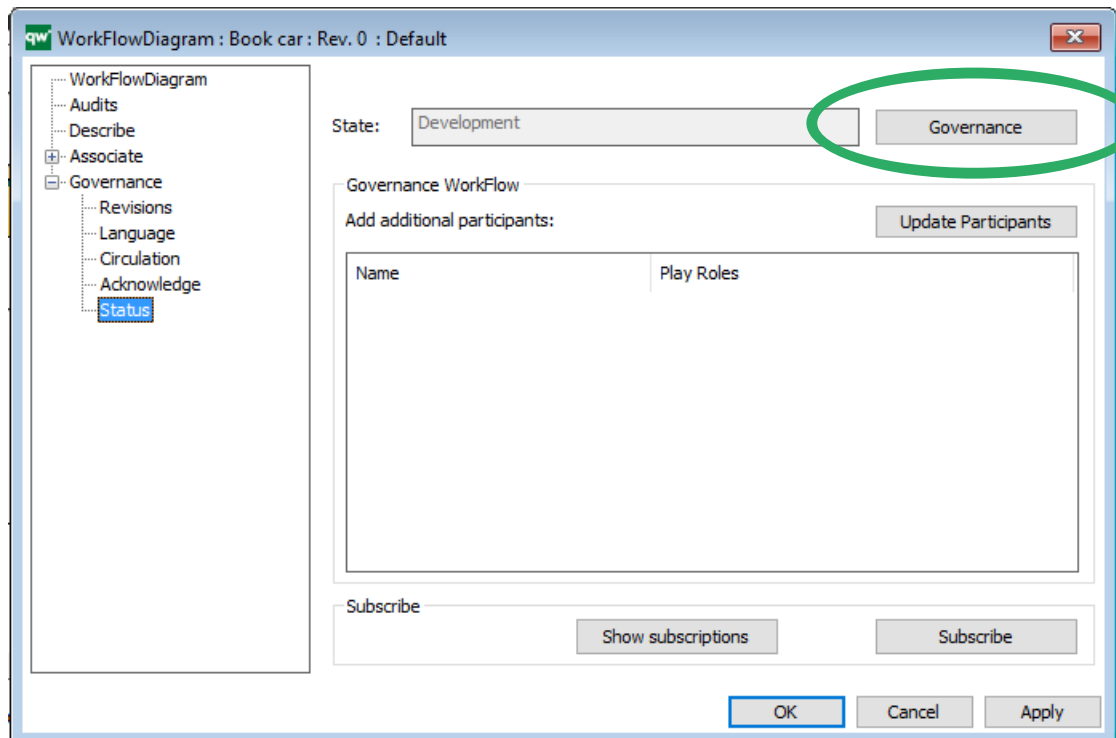
Information

Responsible: Book car Manager
Accountable: Rent a car Manager
Revision: 0
Status: Development
Last Modified: 2017.03.06 11.33:51



Governance Status/State

- Access the Governance Menu and Governance Actions



Governance Actions on the web



- Change Configuration to Development



Change Configuration

Base

Base Configuration

Private Workspace

Development

Submit Cancel

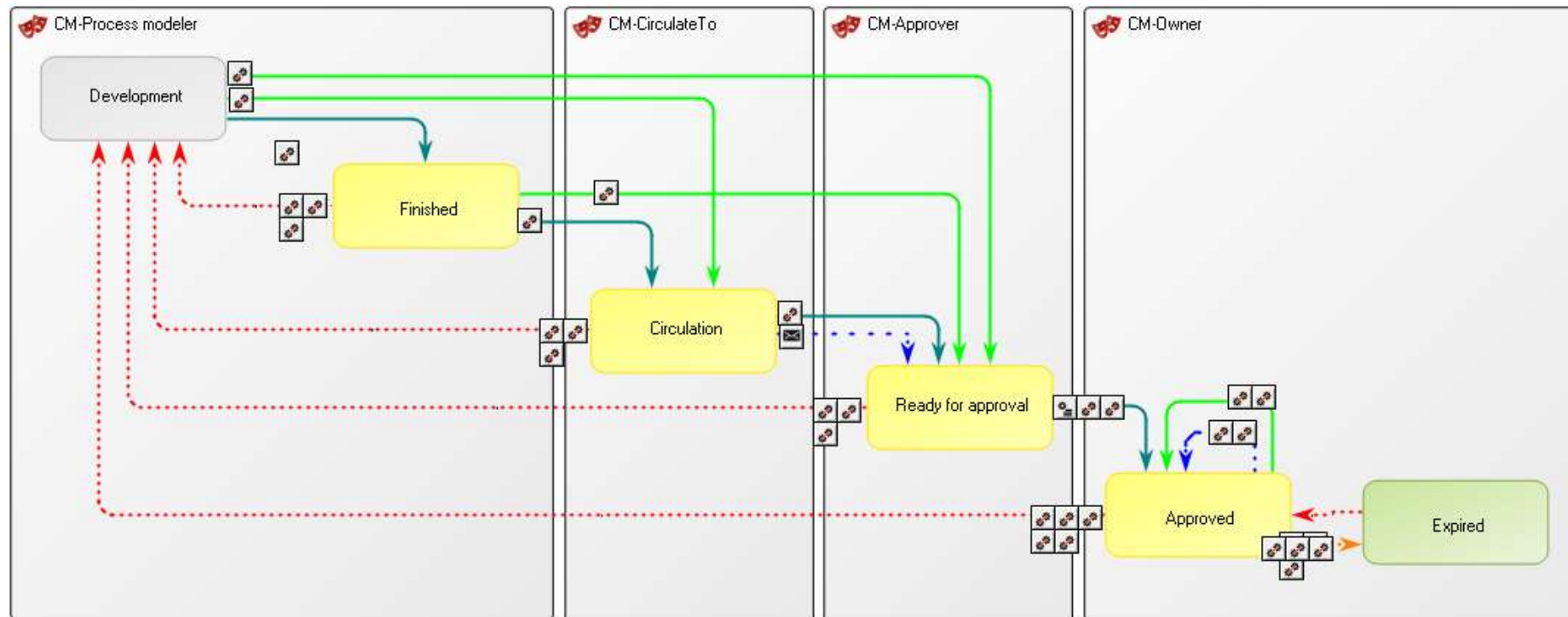




Demo - Change management

Exercise 13 – Change Management

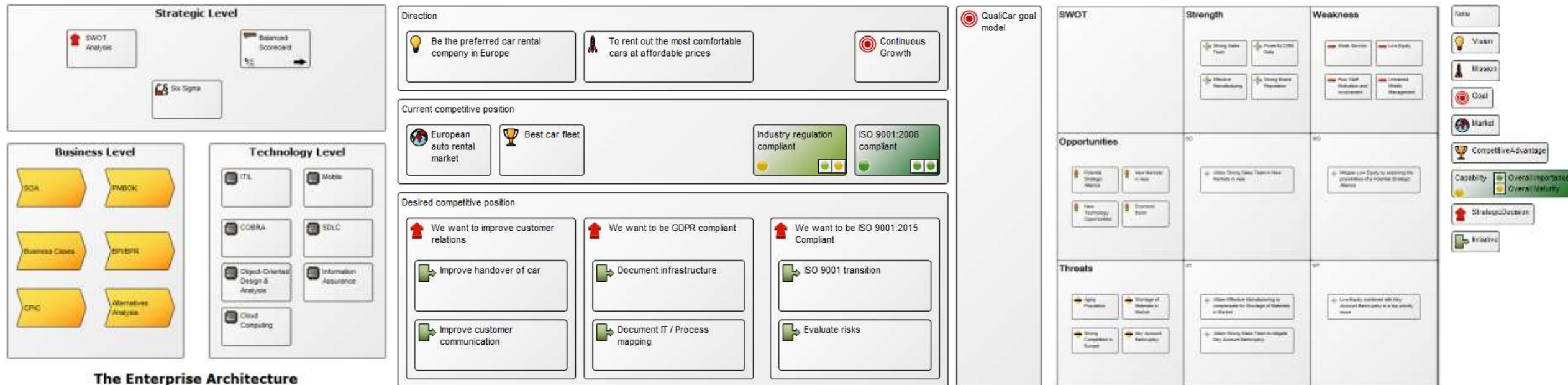
Purpose: Understand how states and revisions are used for change management in documentation.



Strategy

StrategyModel

- StrategyModel contains many symbols and can be used to create many different diagrams in the strategy domain
- Typically a collection of objects from other diagrams
- Use Notes for structure



Capability



Capability

Capability Overall Importance
 Overall Maturity

qw Capability : Operate Business Administration : Rev. 0 : Default

Capability

- Audits
- Score
- Responsibilities
- Consulted
- DeliveredBy
- HealthCheck
- Describe
- Associate
- Governance

Short Description:
The ability do administrate the business in a coherent manner.

Overall Importance: 4. Top Quartile Hide Importance

Overall Maturity: 3. Consistent Hide Maturity

Breaks Down To:

Name	Rev.	Type	Modified	
Operate Business Administration	0	BusinessCapabil...	2014 06 08 22.22:04	K.

OK Cancel Apply

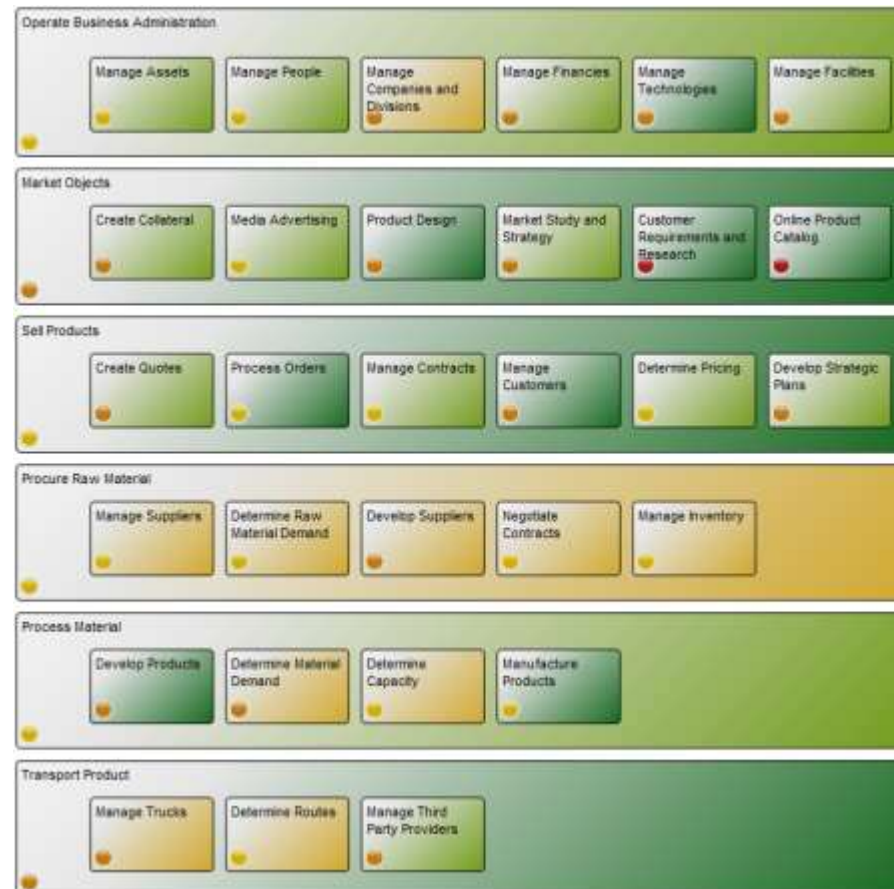
← Description

← Capability scoring

← Detailed breakdown

CapabilityModel

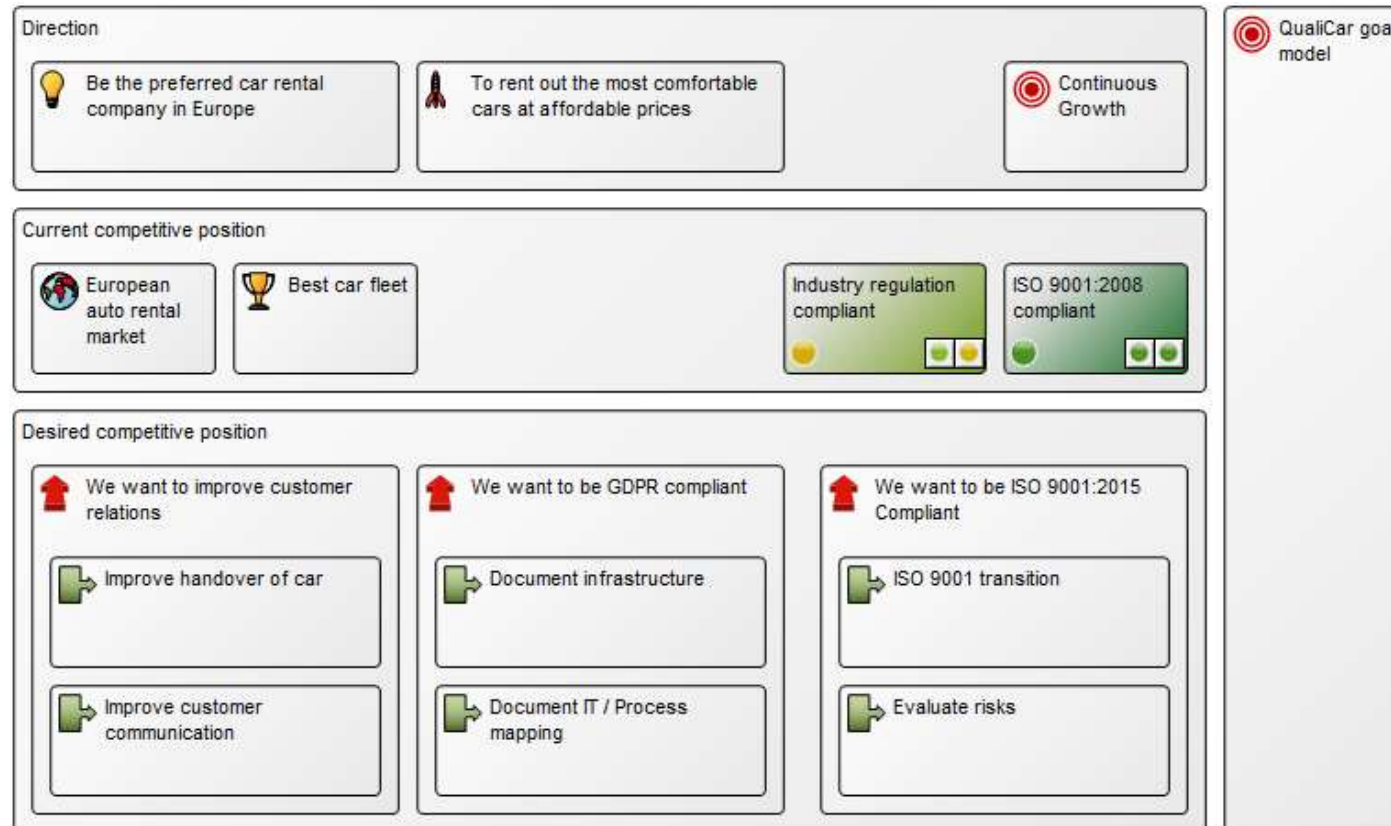
- Capabilities can be used on many templates
- CapabilityModel diagram template



Demo – Strategy

Exercise 14 – Strategy

Purpose: Use all the skills acquired thus far to create a strategy model with several different symbols and perform an action.



Summary

Summary



- Overview
- Draw diagrams
- Describe symbols and diagrams
- Decompositions and workflows
- Linking across diagrams
- External documents
- Repository Explorer
- Organization
- Information Technology
- Matrices
- Change Management
- Strategy

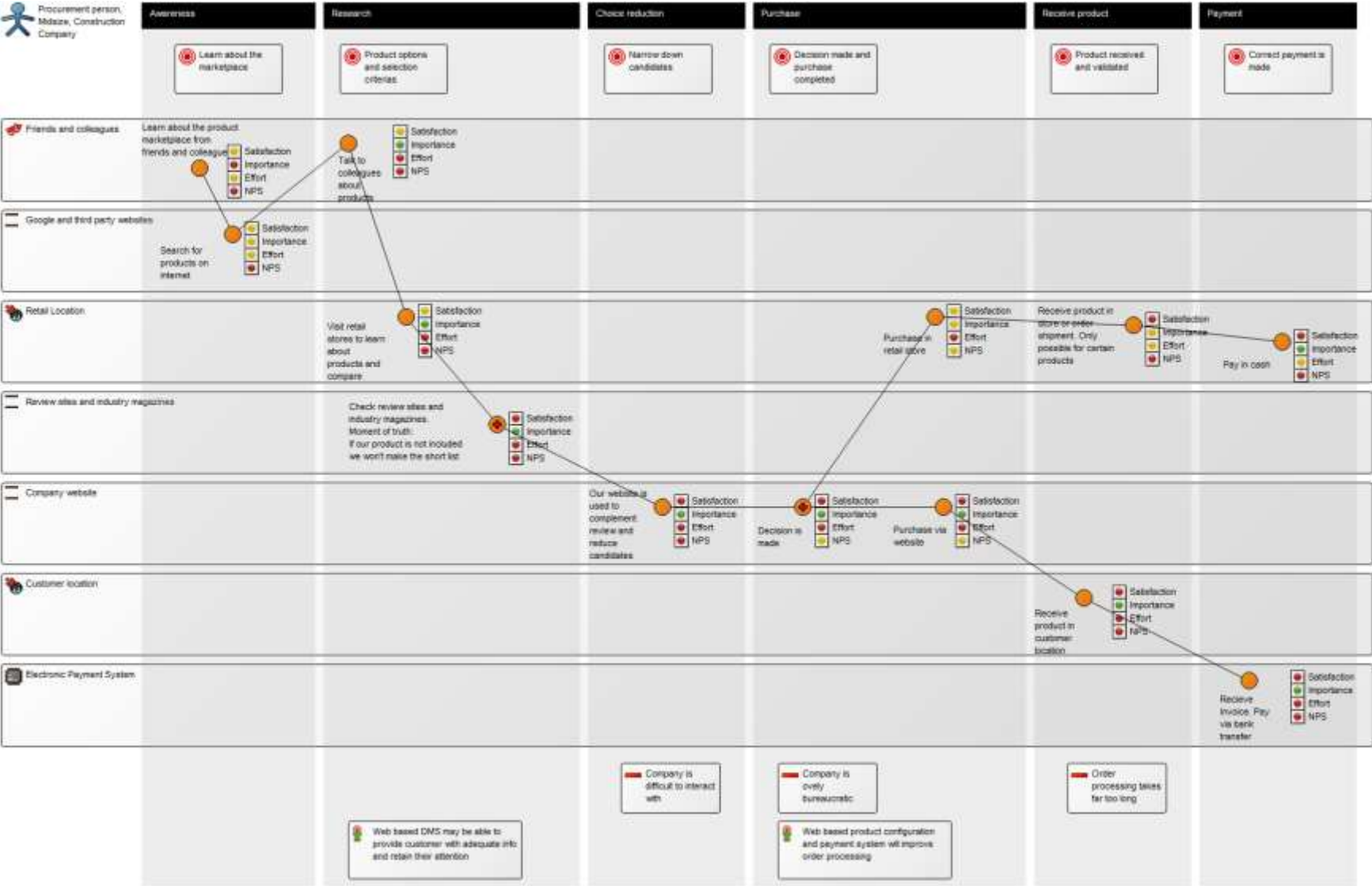
Course evaluation



qualiware[®]
Enabling positive change

Extras

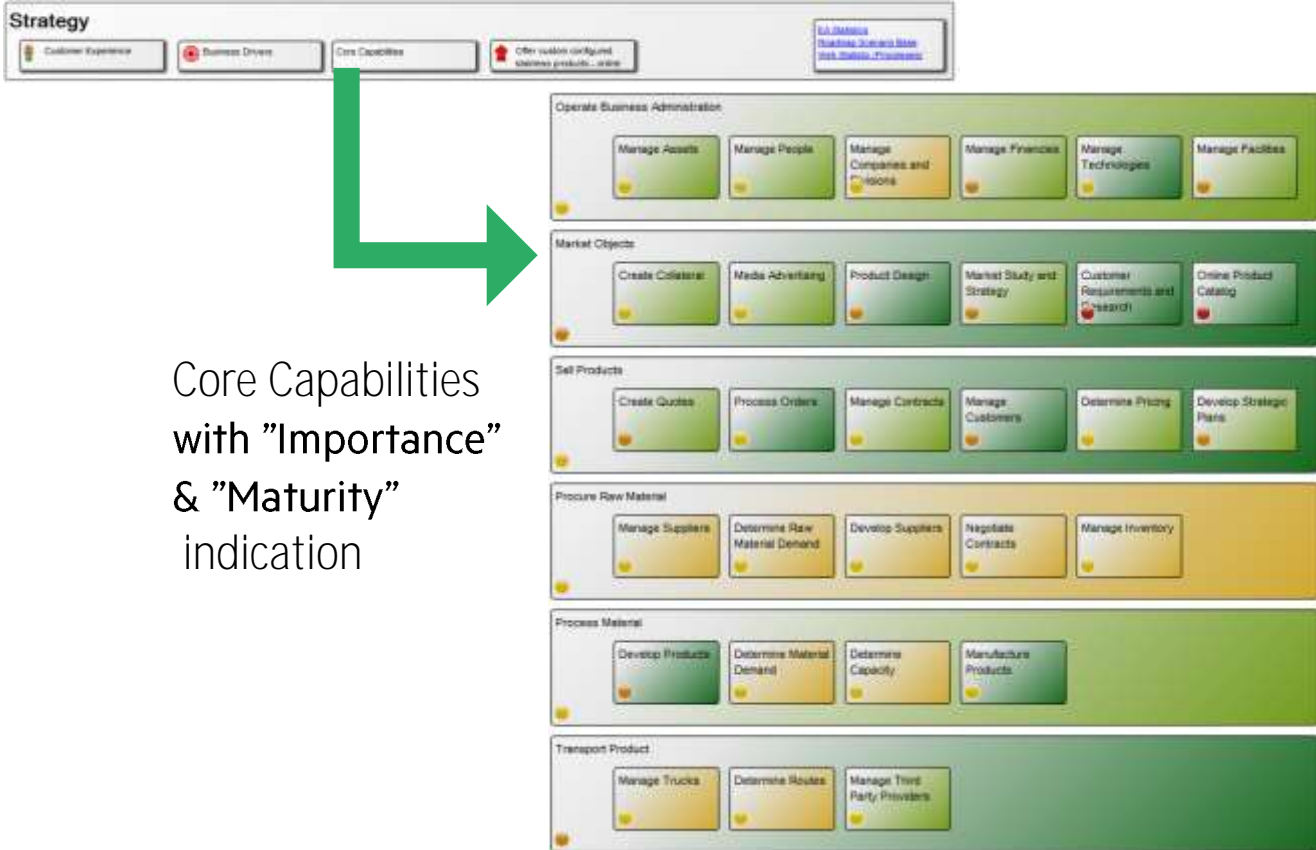
Customer Journeys





Business Capabilities

Business Capabilities required for the future state Customer Journey Map



Core Capabilities with "Importance" & "Maturity" indication



CIO



Enterprise architecture team



Capability Gap Analysis - including aggregation of scores from lower level business unit Capabilities



Strategy

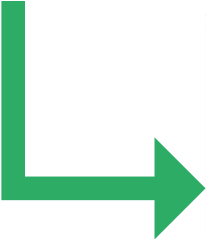
Customer Experience

Business Drivers

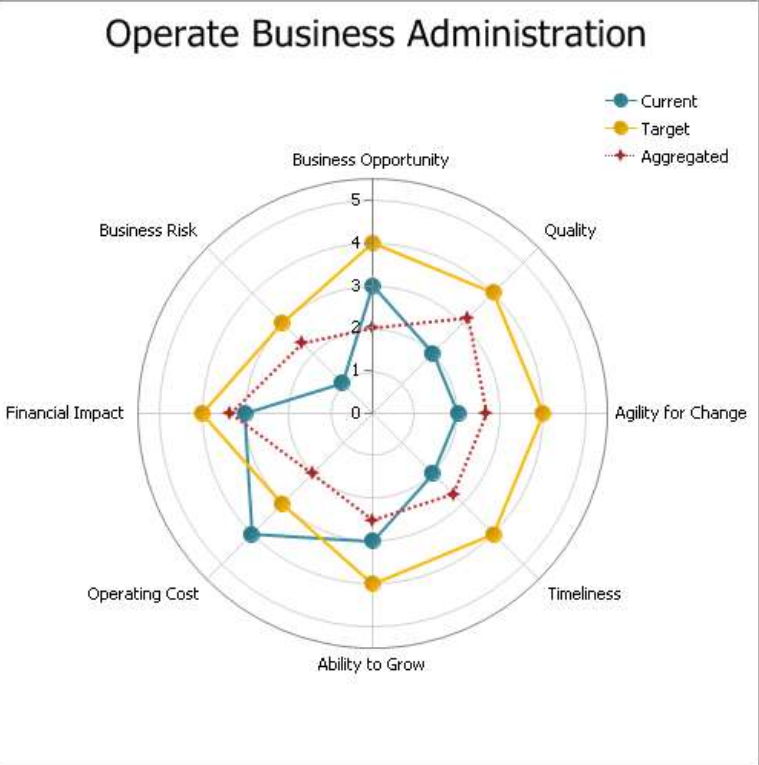
Core Capabilities

Offer custom configured stainless products - online

[EA Statistics](#)
[Roadmap Scenario Base](#)
[Web Statistic \(Processes\)](#)



Operate Business Administration



CIO



Enterprise architecture team

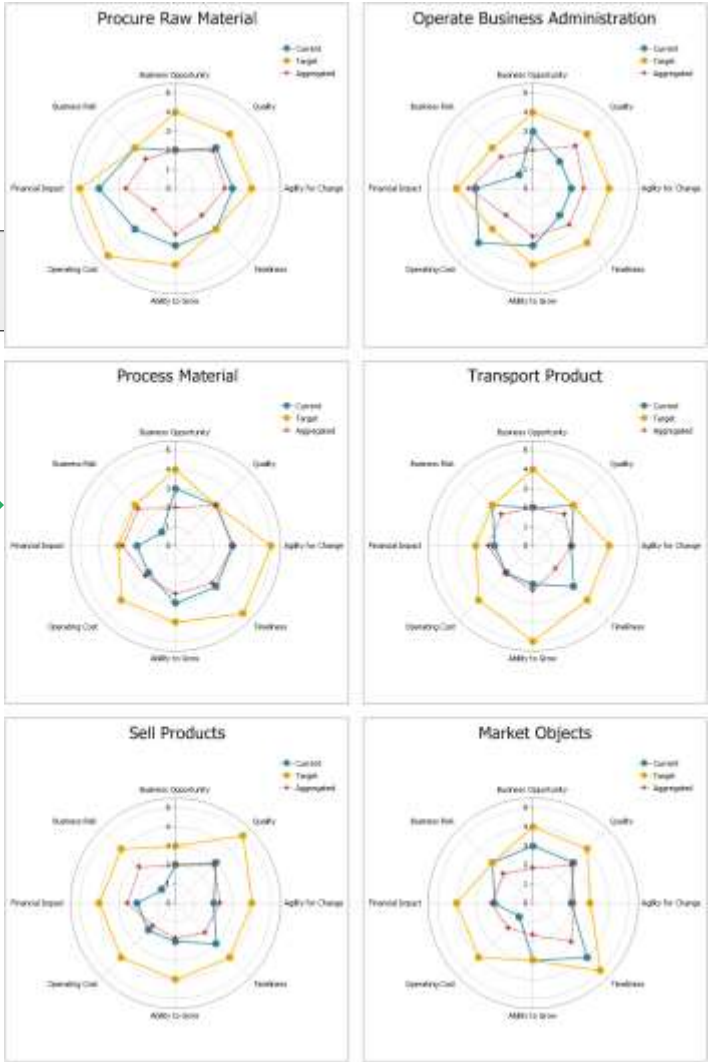
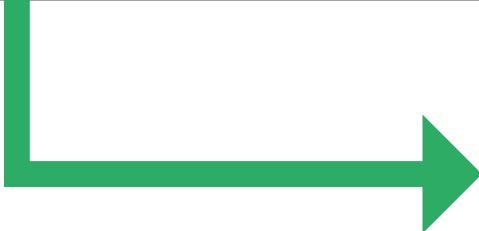


Capability dashboard



Strategy

- Customer Experience
- Business Drivers
- Core Capabilities
- Offer custom configured stainless products - online



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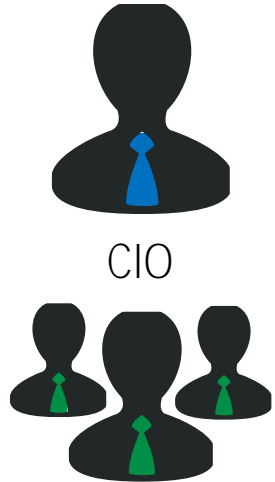
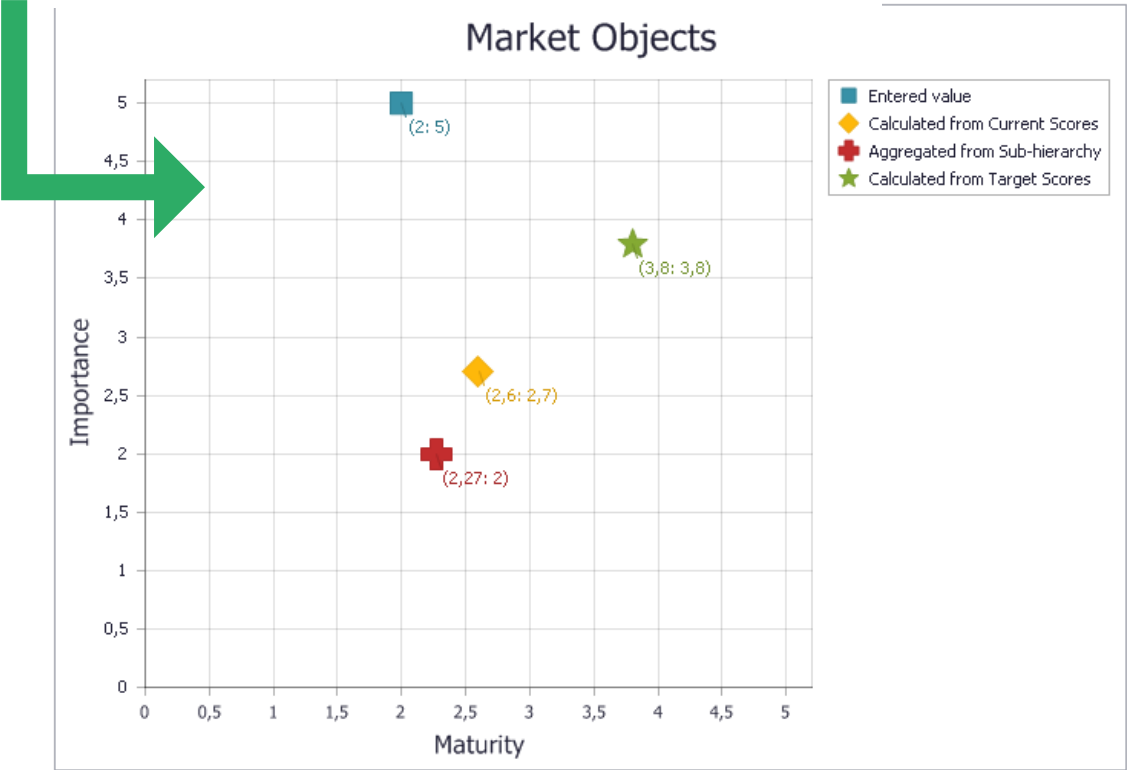
Capability Maturity



Strategy

- Customer Experience
- Business Drivers
- Core Capabilities
- Offer custom configured stainless products - online

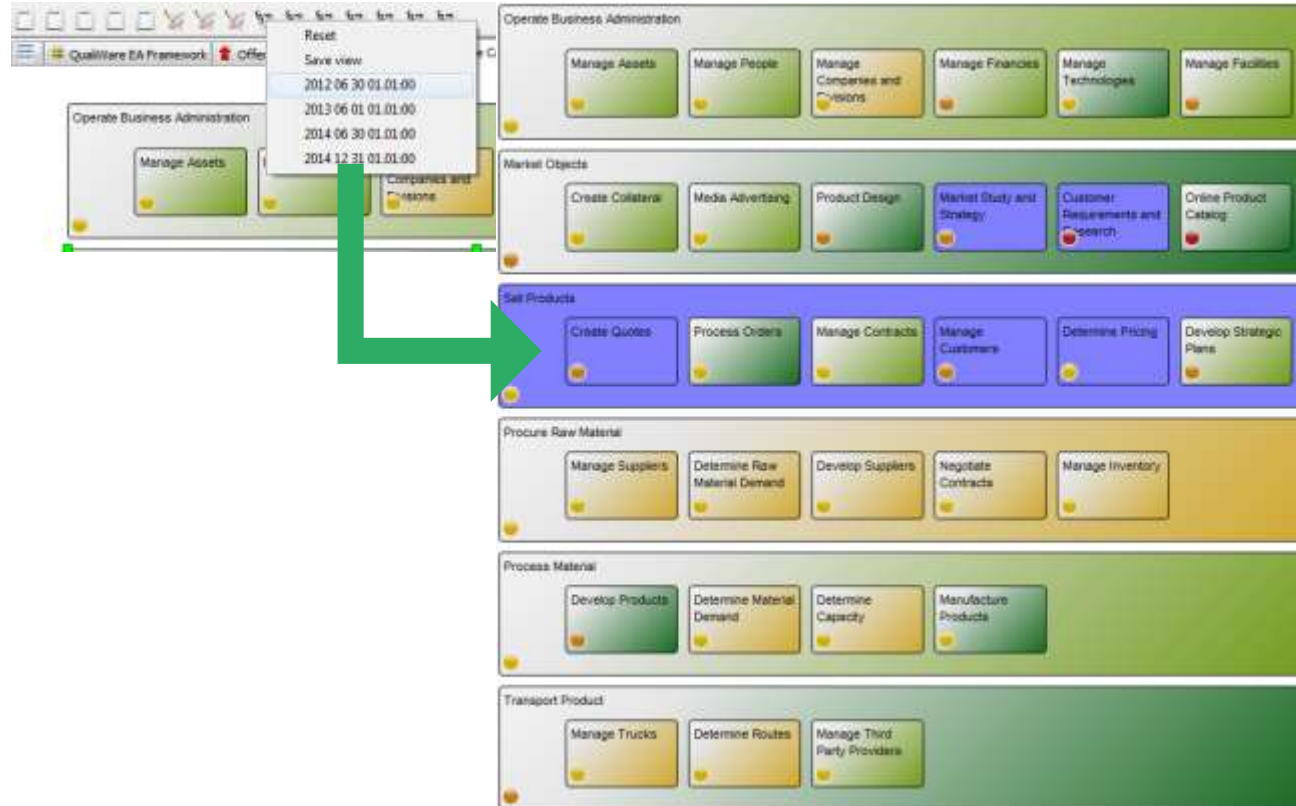
[EA Statistics](#)
[Roadmap Scenario Base](#)
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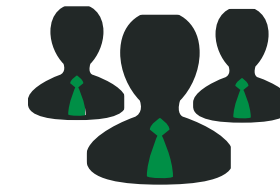
Enterprise architecture team



Highlighting: Capabilities implemented at a specific time



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Enterprise architecture team

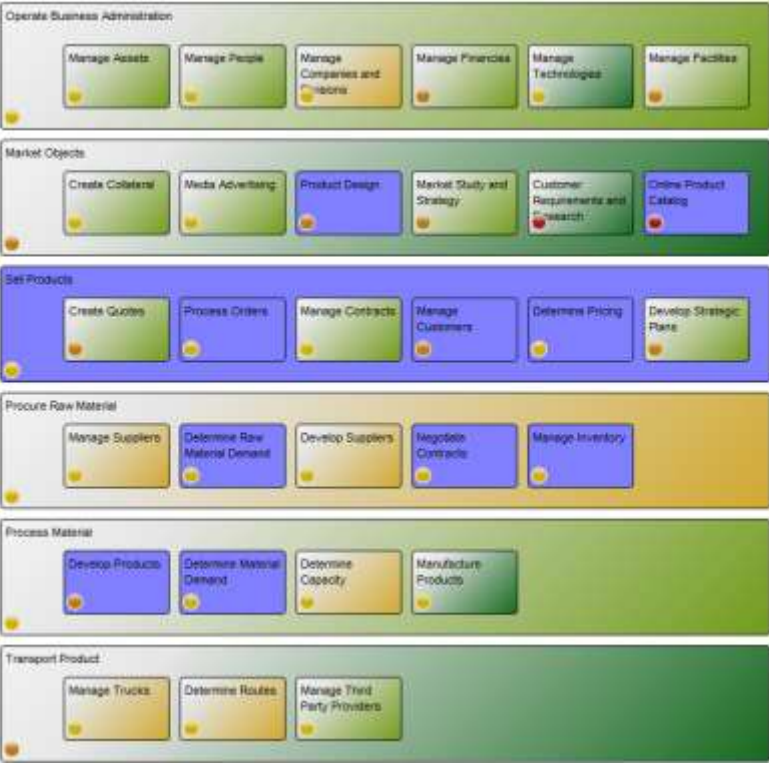
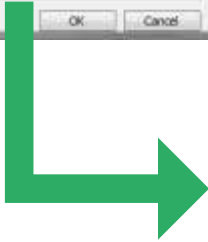


Highlighting: Investments covering Capabilities



Highlight investments.

Name	Investment
Global CRM	2400000
Develop processes for Mass Customization	2500000
Online Product Configuration System	13299200
Provide Total Customer Information and Servi...	850000



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Enterprise architecture team



Highlighting: Processes delivering Capabilities



Highlight Business Processes Impact

Select Business Processes delivering Capabilities

Name	Type	Modified	By	Access
Sale and Marketing	BusinessProcess	2014 06 09 02:...	Kuno Brodersen	rwrrw
Develop Production and...	BusinessProcess	2014 06 09 02:...	Kuno Brodersen	rwrrw
Online Product Configur...	BusinessProcess	2014 06 09 02:...	Kuno Brodersen	rwrrw
Custom designed prod...	BusinessProcess	2014 06 09 02:...	Kuno Brodersen	rwrrw



Operate Business Administration

Manage Assets Manage People Manage Companies and Partners Manage Finances Manage Technologies Manage Facilities

Market Objects

Create Collateral Media Advertising Product Design Market Study and Strategy Customer Requirements and Search Online Product Catalog

Sell Products

Create Quotes Process Orders Manage Contracts Manage Customers Determine Pricing Develop Strategic Plans

Procure Raw Material

Manage Suppliers Determine Raw Material Demand Develop Suppliers Negotiate Contracts Manage Inventory

Process Material

Develop Products Determine Material Demand Determine Capacity Manufacture Products

Transport Product

Manage Trucks Determine Routes Manage Third Party Providers



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Enterprise architecture team

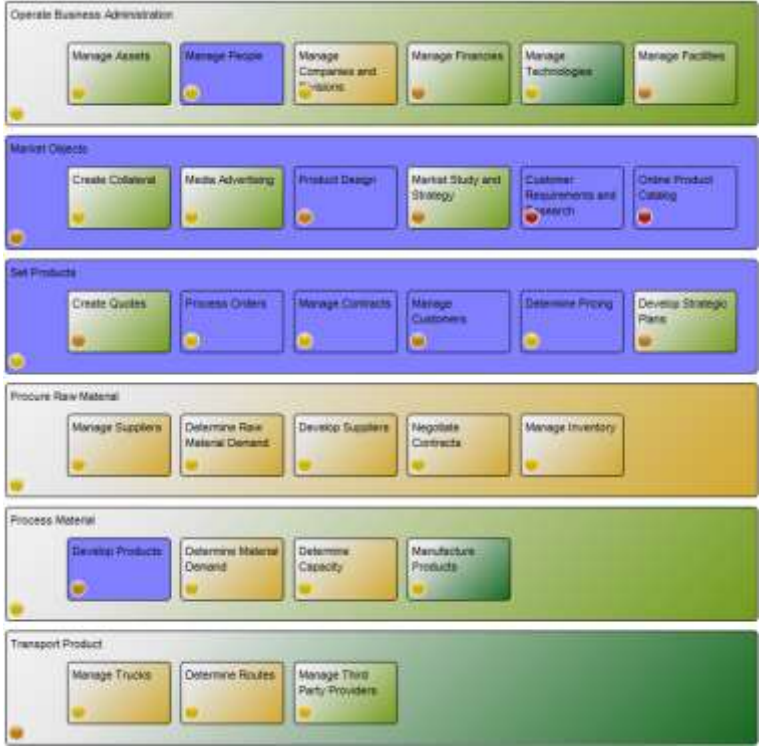


Highlighting: Capabilities Impact on Business Outcome



Highlight Impact on Outcome

Name	Type	Modified	By	A
Increase Customer Satisfaction by 20% before 2018	Goal	2014 06 09 02:...	Kuno Brodersen	nr...
Increase sales by 25 % before 2018	Goal	2014 06 09 02:...	Kuno Brodersen	nr...
Deliver Mass Customization of core products before ...	Goal	2014 06 09 02:...	Kuno Brodersen	nr...



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Enterprise architecture team




Risk Management

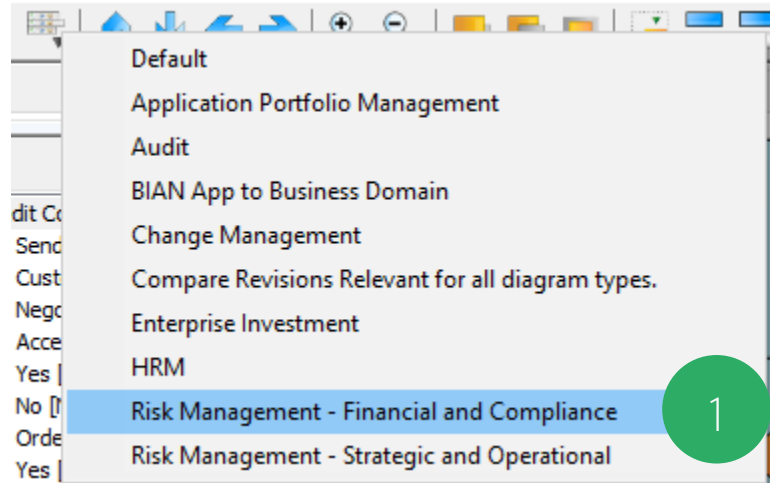
Toolbar: Risk Management and Analysis

2

 Build Risk HeatMap for process area

 Build Control Coverage Map for HeatMap

5



1

Set criteria for the HeatMap

Type:

Likelihood greater than or equal to:

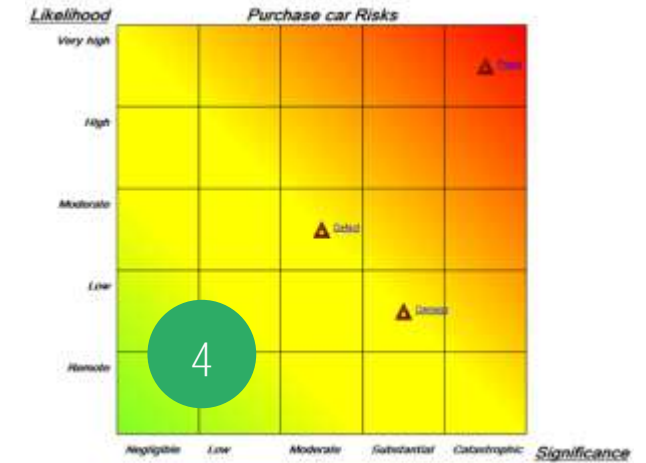
Significance greater than or equal to:

Strategic alignment with at least one of:

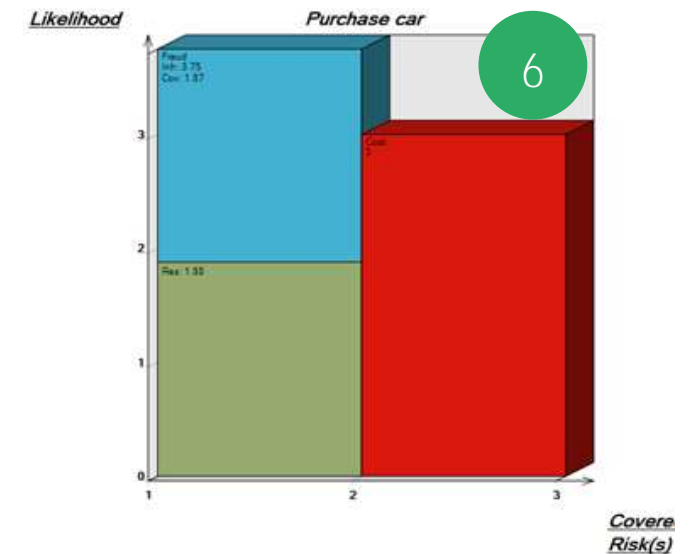
Name	Type	Modified	...

Show Inherent Risk
 Show Residual Risk

3



4



6

Thank you