

APPENDIX A: GLOSSARY

Activity

Measurable amount of work performed to convert inputs into outputs.

Source: www.BusinessDictionary.com

Application

A collection of software assets that automates and enables a bounded set of capabilities and is identifiable by name and other characteristics.

Application Portfolio Management

The discipline applied to managing software assets to justify and measure the financial benefits of each application in comparison to the costs of the application's maintenance and operations.

Balanced Scorecard

A strategic planning and management system used to align business activities to the vision and strategy of the organization, improve internal and external communications, and monitor organization performance against strategic goals.

Source: www.balancedscorecard.org

Black Belt

Black Belts are usually 100% allocated to Lean Six Sigma projects. They provide leadership to the project team and ensure that communication occurs across project teams. They manage the Lean Six Sigma project.

BPMN

Business Process Model and Notation. A model and notation that provides businesses with the capability of understanding their internal business procedures in a graphical notation and gives organizations the ability to communicate these procedures in a standard manner.

Source: www.bpmn.org

Business Architecture

A blueprint of the enterprise that provides a common understanding of the organization and is used to align strategic objectives and tactical demands.

Source: OMG Business Architecture Special Interest Group - <http://bawg.omg.org> and Business Architecture Institute - www.businessarchitectureinstitute.org

Business Architecture Framework

A conceptual view of how business blueprints, business scenarios, and the business architecture knowledgebase interrelate to provide a foundation for establishing the business architecture.

Business Architecture Knowledgebase

A facility that is used for storing, evolving, and managing business architecture artifacts, from which business blueprints may be produced or derived.

Business Architecture Practitioner

One who applies business architecture to solve business problems and deliver business value.

Business Architecture Tool

A software-based suite of functionality that facilitates capturing, maintaining, communicating, and sharing blueprint artifacts, such as models, maps, or other defining information about an enterprise in graphical or textual form.

Business Artifact

An abstracted, named business category that can be represented within a business architecture knowledgebase.

Business Asset

A tangible or intangible piece of property to which a business can assign value.

Business Blueprint

Graphical representation of one or more aspects of an extended enterprise, which may extend beyond organizational boundaries.

Business Ecosystem

One or more legal entities, in whole or in part, that exist as an integrated community of individuals and assets, or aggregations thereof, interacting as a cohesive whole toward a common mission or purpose.

Business Model

A business model describes the rationale of how an organization creates, delivers, and captures value.

Source: Alexander Osterwalder and Yves Pigneur, *Business Model Generation*, Self-Published, 2010, p. 14.

Business Model Framework

A conceptual structure for organizing the elements, relationships, representations, and classifications of one or more business models.

Source: Steve DuPont, Boeing, 2012.

Business Model Type

A generic business model that is classified according to determined criteria.

Source: Steve DuPont, Boeing, 2012.

Business Object

A representation of a thing active in the business domain, including at least its business name and definition, attributes, behavior, relationships and constraints, that may represent, for example, a person, place, or concept.

Source: Business Object Designer,

<http://docs.imis.com/15.2.0/index.htm?url=whatisabusinessobject2.htm>

Business Process

A series of logically related activities or tasks (such as planning, production, or sales) performed together to produce a defined set of results.

Source: www.BusinessDictionary.com

Business Process Management (BPM)

Discipline involving any combination of modeling, automation, execution, control, measurement, and optimization of business activity flows, in support of enterprise goals,

spanning systems, employees, customers, and partners within and beyond the enterprise boundaries.

Source: <http://social-biz.org/2014/01/27/one-common-definition-for-bpm/3>

This definition is based on discussions on or with Linked-In's BPM Guru Group, BPM.COM's Forum, Workflow Management Coalition (WfMC) Members, and the Association of BPM Professionals (ABPMP) Forum.

Business / IT Architecture Alignment

A state in which business information, capabilities, and value streams are appropriately represented and deployed from an IT automation perspective.

Business Unit

A logical element or segment of a company (such as accounting, production, marketing) representing a specific business function, and a definite place on the organizational chart, under the domain of a manager. Also called department, division, or functional area.

Source: www.BusinessDictionary.com

Capability

A particular ability or capacity that a business may possess or exchange to achieve a specific purpose or outcome.

Source: Ulrich Homann, "A Business-Oriented Foundation for Service Orientation", 2006.

Capability Level

A number that indicates the depth of decomposition for a given capability.

Capability Instance

A specific realization of a capability, as it exists or is envisioned to exist, in the context of a given business unit, value stream stage, or other situational context.

Capability Map

A block-oriented diagram representing capabilities for a business.

Capability Tier

A structural delineation used to stratify a capability map into categories (i.e., Strategic, Core / Customer Facing / Value Add, and Supporting) based on business impact.

Case Management

A method or practice of coordinating work by organizing all of the relevant pieces into one place – called a case.

Source: Keith D. Swenson, “Adaptive Case Management”, Tampa: MK Press, 2011.

Collaborative Team

A named group or unit created by two or more internal or external business units that has a defined set of shared principles and common goals.

Compliance

Compliance is the degree to which an actual measure is close to its associated possible measure.

Decision Model

Technique for identifying the set of decisions that must be made to support a gate along a gated process for approving an initiative.

Enterprise Architecture

Widely practiced discipline for understanding an organization and furthering that organization’s mission, goals, and practices.

Entity

Used to designate things we would describe or define with nouns. Entities can be tangible or intangible. An entity is characterized by having an identity that endures through time. A “business entity” specifically is an entity of interest to business.

Event

Occurrence happening at a determinable time and place, with or without the participation of human agents.

Source: www.BusinessDictionary.com

Function

A process or operation that is performed routinely to carry out a part of the mission of an organization.

Source: www.BusinessDictionary.com

[Authors' Note: We add this definition to differentiate from Capability.]

Information

Data that has been verified to be accurate and timely, is specific and organized for a purpose, is presented within a context that gives it meaning and relevance, and that can lead to an increase in understanding and decrease in uncertainty.

Source: www.BusinessDictionary.com

Information Concept

Way in which to represent business terms and semantics within the context of business architecture.

Initiative

A course of action that is being executed or has been selected for execution.

IT Architecture

Blueprints of the technologies, data structures, and applications that collectively comprise the information technology (IT) environment of an enterprise.

Source: William Ulrich and Neal McWhorter, *Business Architecture: The Art & Practice of Business Transformation*, Tampa: MK Press, 2011.

Lean

A production practice that considers the expenditure of resources for any goal other than the creation of value for the end customer to be wasteful, and thus a target for elimination.

Source: Wikipedia

Lean Six Sigma

Management approach for problem solving and quality initiatives within companies based on a combination of the different tools of Six Sigma and Lean.

Source: www.BusinessDictionary.com

Lean Value Stream

A process flow depicting every step required to produce a product or provide a service to a customer.

Linkage

A relationship between aspects or artifacts of business architecture.

Master Black Belt

Master Black Belts provide expertise on Lean Six Sigma tools and techniques. Their time is usually 100% allocated to Lean Six Sigma. They assist champions and guide Black Belts and Green Belts. They ensure consistent application of Lean Six Sigma across the organization.

Measure

A number or quantity that records a directly observable value or performance.

Source: www.BusinessDictionary.com

Metric

Standards of measurement by which efficiency, performance, progress, or quality of a plan, process, or product can be assessed.

Source: www.BusinessDictionary.com

Objective

A quantitative, measurable result that defines strategy.

Source: Forrester Research

Objective Map

An articulation of related objectives that collectively aggregate to achieve higher level objectives.

Operating Model

An operating model is an abstract representation of how an organization operates across a range of domains in order to accomplish its function.

Source: Marne de Vries et al. "A Method for Identifying Process Reuse Opportunities to Enhance the Operating Model", IEEE International Conference on Industrial Engineering and Engineering Management, 2011. en.wikipedia.org/wiki/Operating_model.

Organization

A social unit of people, systematically structured and managed to meet a need or to pursue collective goals on a continuing basis.

Source: www.BusinessDictionary.com

Organization Map

A business blueprint that depicts organizational decomposition by organization unit along with additional aspects of the business where appropriate.

Outcome

An end result or final product that is a consequence of an event, action, or a series of events/actions.

Policy

A course or principle of action adopted or proposed by a government, party, business, or individual.

Source: *Oxford Dictionaries, Oxford University Press, s.v., "Policy"*.

Portfolio

A collection of projects or programs and other work that is grouped together to facilitate effective management.

Portfolio Management

Centralized management of one or more portfolios that includes identifying, prioritizing, authorizing, managing, and controlling projects, programs, and other related work.

Source: *PMI, A Guide to the Project Management Body of Knowledge, 4th Edition, 2008.*

Principle

An agreed upon truth that can guide one's reasoning.

Product

The overall experience provided by the combination of goods and services to satisfy the customer's needs.

Source: Greg Geracie and Steven Eppinger, *The Guide to the Product Management and Marketing Body of Knowledge® (ProdBOK®)*, Product Marketing and Management, 2013.

Program

A group of related projects managed in a coordinated way to obtain benefits and control not available from managing them individually.

Program Management

The centralized, coordinated management of a group of projects to achieve the program's objectives and benefits.

Source: PMI: A Guide to the Project Management Body of Knowledge, 4th Edition, 2008.

Project

A temporary endeavor undertaken to create a unique product or service.

Source: PMI, A Guide to the Project Management Body of Knowledge, 4th Edition, 2008.

Role

A model relationship between information items and capability model constructs.

Scenario

A program-oriented, template-based application of business architecture that addresses a specific, yet common requirement that organizations face.

SDLC

Software/Systems Development Life Cycle. Describes the stages of an information systems development project. It encompasses information from the first feasibility study onto the finished application.

Source: www.BusinessDictionary.com

Service

Intangible products such as accounting, banking, cleaning, consultancy, education, insurance, expertise, medical treatment, or transportation.

Source: www.BusinessDictionary.com

Six Sigma

A management approach used in many different industries in an effort to improve the quality of products or services produced by the business through the removal of defects and errors.

Source: www.BusinessDictionary.com

Solution Architecture

The discipline of generating a creative and communicable technical design that aligns a feasible business solution with stakeholder expectation within the bounds of mandated delivery parameters.

Source: John Critchley, "A Definition of Solution Architecture". *Solution Architecture Dot Org*, Nov. 2006.

Stakeholder

An internal or external individual or organization with a vested interest in achieving value through a particular outcome.

Strategy

The pattern or plan that integrates an organization's major goals, policies, and action sequences into a cohesive whole.

Source: J. B. Quinn, *Strategies for Change: Logical Incrementalism* (Homewood: Richard D. Irwin, Inc., 1980).

Strategy Map

A business blueprint that "displays the cause-effect relationships among the objectives that make up a strategy".

Source: J. B. Quinn, *Strategies for Change: Logical Incrementalism* (Homewood: Richard D. Irwin, Inc., 1980).

Tactic

A course of action that represents part of the detailing of strategies.

Source: OMG Business Motivation Model

Technical Debt

The negative effects of applying rapid, ill advised, or architecturally problematic changes or additions to software systems, where unnecessary complexity is added to those architectures, negatively impacting the delivery of future business value.

Tradeoff

A linkage between effects in a course of action where the effects oppose each other.

Value

The benefit that is derived by an organization's stakeholder while interacting with that organization.

Value Chain

Depicts major segments of the business that contribute to the lifecycle of a product to deliver value to the customer.

Source: Michael Porter, *Competitive Advantage: Creating and Sustaining Superior Performance*(New York: The Free Press, 1985).

Value Item

The judgment of worth, made by an individual or organization, attached to something tangible or intangible and attained in the course of a particular interaction with one or more other parties.

Value Map

A visual depiction of how an organization achieves value for a given stakeholder or stakeholders within the context of a given set of business activities.

Value Network

Any web of relationships that generate tangible and intangible value through complex dynamic exchanges between two or more individuals, groups, or organizations.

Source: Verna Allee, "A Value Network Approach for Modeling and Measuring Intangibles", White Paper Presented at Transparent Enterprise, Madrid, November 2002.

Value Proposition

An innovation, service, or feature intended to make a company, product, or service attractive to customers or related stakeholders.

Value Stream

An end-to-end collection of activities that create a result for a customer, who may be the ultimate customer or an internal end-user of the value stream.

Source: Ralph Whittle and Conrad Myrick, *Enterprise Business Architecture: The Formal Link between Strategy and Results*(Boca Raton: Auerbach, 2005).

Value Stream Stage

A distinct, identifiable phase or step within a value stream that has a unique name, entrance criteria, exit criteria, and identifiable participating stakeholder(s).