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## 2.

### *Appendix: An Overview of Business Services for the Financial Case Study*

*This appendix describes the business services required for the implementation of the architecture-based business transformation scenario discussed in chapter 5.*

#### **2.1 Business services**

The functionality of the business architecture can be described in terms of high-level Business Services. A *Business Service* describes a discrete part of the functionality of the overall architecture. The following business services were identified.

Num	Business Service	Description	Complexity
1a	Determine authenticity of incoming document	Determine if the (paper) document received is an original and authentic document. The service can be implemented in increasing order of automation as follows: <ol style="list-style-type: none"> <li>1. Manual check</li> <li>2. Automated check based on document characteristics</li> </ol>	Medium
1b	Determine Integrity of incoming document	This service compares incoming documents to the version that was sent. The service can be implemented in increasing order of automation as follows: <ol style="list-style-type: none"> <li>1. Manual check</li> <li>2. Automated check based on document characteristics</li> </ol>	Medium

Num	Business Service	Description	Complexity
2	Identify document type	Determine what the document type of the document received is. The service can be implemented in increasing order of automation as follows: 1. Manual identification 2. Automated based on a separator page 3. Automated based on barcode / recognition string 4. Automated based on pattern recognition (not recommended because of error sensitiveness)	Medium
3a	Scan document	Is used to image the paper document	Medium
3b	Interpret scanned image according to a template	Interpret specific parts of the document, such as OCR specific texts, compare signature, etc.	Complex
4	Retrieve Unique Document ID	Returns a unique Document ID that will be the primary identification for a specific document	Simple
5	Maintain document header	Adds meta-data to the document header	Simple
6	Determine action (process/task list/archive)	Determines what action is required as result of receiving the document. This can be: 1. Start a process and link the this process to the document (using service 10b) 2. Inform a running process (service 15) and the process to the document (using service 10b) 3. Have the document stored in the Electronic Archive 4. Add a task to a task list and link the task to the document as human interaction is required to determine which of the above actions will have to take place (using service 10a).	Medium
7	Store e-document in operational storage or work file	Stores a specific document in the operational storage.	Simple
8	Store e-document in archive storage	Stores a specific document in the archive storage. If the storage period can already been determined at the time of storing it into the electronic archive the end date at which the document will have to be removed will be determined. If not the document is stored infinitely for that moment. No date is set but it can be set later on (using service12).	Simple
9	Link e-document to location physical document	Create a (logical) link between the electronic document and the place where it is physically stored. E.g., an archive box number or reference number of the scanned device via which the physical storage location can be derived.	Simple

Num	Business Service	Description	Complexity
10a	Link Task to e-document	Attach e-document-ID to a task list	Medium
10b	Link process to e-document	Attach e-document-ID to a process of case.	Medium
11a	Search e-document	Search for e-documents using its meta data. It returns a list of document references that match the selection criteria.	Simple
11b	Read e-document from operational storage	Retrieves a specific e-document by its document reference from the archive storage.	Simple
11c	Read e-document from archive storage	Retrieves a specific document by its document reference, form operational or archive storage.	Simple
12	Update storage period e-document	Sets the end date at which a specific document will have to be removed from the storage. This can be the operational or the archive storage.	Simple
13	Move e-document from operational storage to archive	Copies a specific document form the operational storage to the archive storage and sets the date to remove e-document form operational storage. This can be used after the process in which the document is used is ended. This service works in combination with other services: 11b, 8, 12.	Medium
14	Subscribe for receiving an e-document	Register the required e-document meta-data (like document type, customer-id) for an e-document to be received in the operational storage for a specific process	Complex
15	Inform a process of received e-document	Triggers a process when an e-document matching the subscribed specifications has been stored in the operational storage.	Medium

*Table 2-1. Overview of Business Services required to implement the business architecture*