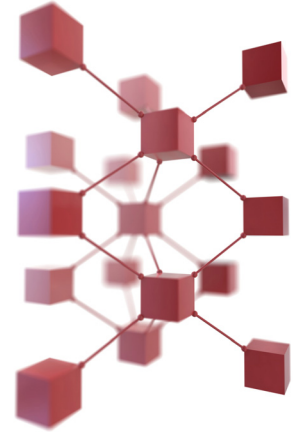


Course Description

Business Architecture

1 Professional Development Units
1 Education Hours



One of the dangers of any project is that we optimize a given process within a specific department and sub-optimize the operation of the overall organization. This potential for sub-optimization has long been recognized in construction. Their principles to avoid error are available to us in other disciplines, but we frequently don't use them. Architects use the intent of the overall structure to guide the design of the structures components. If the building owner decides to ignore, or is ignorant of, the overall architecture, he can install a change that has temporary success but long-term failure. Business Architecture espouses a set of techniques to capture overall intent and integrate local operations within that intent. This session will give an overview of this approach.

In a very interactive manner, John will explore the lack of cognizance regarding practical distinctions within Business Architecture. Key learning objectives will be:

- To establish a customer oriented model the business operation.
- To develop a set of product measurements.
- To develop a set of process measurements.
- Integrates quality measurements with the balance score card.

This topic is suitable for all personnel. The practical distinctions are designed to cause participants to think differently about their awareness of the business operation.