

Statement of Architecture Work

Statement of Architecture Work is one of the TOGAF deliverables you can create with the [TOGAF software](#).

The document defines the scope and approach that will be used to complete an architecture project. It is the document against which successful execution of the architecture project will be measured and may form the basis for a contractual agreement between the supplier and consumer of architecture services.

Develop Statement of Architecture Work

You are about to finish the Architecture Vision phase. In order to continue, your team will need to submit a Statement of Architecture Work based on the principles and other criteria set by the project sponsors and the findings in this phase and secure the approval from the sponsoring units. Now, fill in the form of the Statement of Architecture Work. Information that had been provided in the previous phase and activities are pre-populated. You only need to fill-in the empty fields and make necessary modifications on those pre-populated fields.

Project Description

Provide a description of the project. In this section, you are required to enter the followings:

- **Project Background:** An overview of the history behind the project. You may also include the description of requests made by the sponsor underlying the need for architecture work.
- **Summary of Request:** A brief summary of project request.

ArchiSurance * - Visual Paradigm Enterprise

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Open Reference

Overview

Project Background

ArchiSurance is the result of a recent merger of three previously independent insurance companies: Home & Away, PRO-FIT and Legally Yours. It was formed to take advantage of numerous synergies between the three organizations. While the three pre-merger companies sold different types of insurance, they had similar business models. All three sold direct to consumers and businesses through the web, email, telephone, and postal mail channels. Although based in different cities, each was completely housed in a modern office complex in a major metropolitan area. Each had loyal customer bases and strong reputations for integrity, value, service, and financial stability. All three companies were privately held by interlocking groups of institutional and individual investors. The lead investors of the three companies began merger talks after they noticed that lower-cost competitors were entering their markets, that there were new opportunities in high-growth regions, and that each company required significant new IT investments to remain competitive. They realized that only a larger, combined company could simultaneously control its costs, maintain its customer satisfaction, invest in new technology, and take advantage of emerging markets with high growth potential. The merger negotiations and regulatory approvals took 18 months, but two years ago the papers were signed and the merger was complete. The new company offers all the insurance products of the three pre-merger companies, and intends to frequently adjust its offerings in response to changing market conditions. Like its three predecessors, ArchiSurance sells directly to customers via web, email, telephone, and postal mail channels, and indirectly via intermediaries. The inflexibility of the ArchiSurance application architecture makes it difficult to adapt to changes in business conditions. Partly as a result of the merger, the application landscape has become scattered, resulting in data redundancy and functional overlap, as well as point-to-point application integration using a variety of data formats and methods. These problems cause internal instabilities, increased application maintenance costs, and obstacles to sharing information across the company and with partners. Consequently, the IT department has a sizable backlog of work requests. ArchiSurance top management is very concerned about the backlog, particularly an unmet need to share information automatically with high-volume contracted sales partners and influential insurance consultants. As a result, the management of ArchiSurance decide to develop an Enterprise Architecture in assessing the architectural defects of the organization and look for improvements. In particular, they want an integration of existing IT systems and functions in a way that allows for a low maintenance cost and higher business efficiency.

Summary of Request

The main goal of the project is to re-arrange the IT resources of the three previously independent insurance companies in a way that allows for shared use of application functions and customer data. This involves primarily the introduction of enterprise-wide application (service) through the integration of existing services. Besides, the lead investors also want to define a new digital customer intimacy strategy that acquire detailed customer data and use it to improve customer interaction and satisfaction, and to adjust insurance premiums based on risk.

Problem Description

Provide a description of the problem. In this step, you are required to enter the followings:

- **Problem Background:** Describe the business context and business problem.
- **Change Drivers and Opportunities:** Identify the change drivers and opportunities behind this vision for the target architecture.

The screenshot shows the ArchiSurance - Visual Paradigm Enterprise software interface. The main window displays the 'Problem Description' section, which is divided into two sub-sections: 'Problem Background' and 'Change Drivers and Opportunities'. The 'Problem Background' section contains text describing the merger of three insurance companies (Home & Away, PRO-FIT, and Legally Yours) into ArchiSurance, highlighting the challenges of a scattered application landscape and the need for a new digital customer intimacy strategy. The 'Change Drivers and Opportunities' section describes the inflexibility of the current application architecture and the need for integration to improve customer interaction and satisfaction. Below these sections is the 'Architecture Objectives' section, which is currently empty. The interface includes a menu bar with options like Dash, Project, ITSM, UeXceler, Diagram, View, Team, Tools, Modeling, Window, and Help. The main window title is 'ArchiSurance * - Visual Paradigm Enterprise'.

ArchiSurance * - Visual Paradigm Enterprise

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Problem Description

Problem Background

ArchiSurance is the result of a recent merger of three previously independent insurance companies: Home & Away, PRO-FIT and Legally Yours. ArchiSurance was formed to take advantage of numerous synergies between the three organizations. Partly as a result of the merger, the application landscape has become scattered, which causes several problems, consequently hurt the company's reputation and profit. The management of ArchiSurance has therefore decide to assess the architectural detects of the organization and look for improvements through the development of an Enterprise Architecture.

Change Drivers and Opportunities

The inflexibility of the ArchiSurance application architecture makes it difficult to adapt to changes in business conditions. Partly as a result of the merger, the application landscape has become scattered, resulting in data redundancy and functional overlap, as well as point-to-point application integration using a variety of data formats and methods. These problems cause internal instabilities, increased application maintenance costs, and obstacles to sharing information across the company and with partners. Consequently, the IT department has a sizable backlog of work requests. ArchiSurance top management is very concerned about the backlog, particularly an unmet need to share information automatically with high-volume contracted sales partners and influential insurance consultants. The management of ArchiSurance has therefore decide to assess the architectural detects of the organization and look for improvements through the development of an Enterprise Architecture. In particular, they want an integration of existing IT systems and functions in a way that allows for shared use of application functions and customer data. Besides, they want to take this opportunity in introducing a digital customer intimacy strategy that acquire detailed customer data and use it to improve customer interaction and satisfaction, and to adjust insurance premiums based on risk.

Architecture Objectives

Business Objectives

| Business Objective | Description |
|--------------------|-------------|
|--------------------|-------------|

Architecture Objectives

List and describe the objectives that need to be fulfilled by the target architecture.

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Acceptance Criteria and Procedure

| Short Term | Metric | Measurement Technique | Target Value | Rationale/Further Notes |
|------------|---------------------|-----------------------|--|-------------------------|
| | System availability | Testing | The following systems must be made available: (1) Enterprise-wide CRM automation that replaces individual CRM systems, (2) Integrated back-office suite that replaces separate back-office applications, (3) Social media apps that support acquiring customer behavior data, (4) Automated analysis and reporting of customer behavior data | B N/A |

Acceptance Procedure

Once an architecture has been defined, it is necessary to govern that architecture through implementation to ensure that the original Architecture Vision is appropriately realized and that any implementation learnings are fed back into the architecture process. Period compliance reviews of implementation projects provide a mechanism to review project progress and ensure that the design and implementation is proceeding in-line with the strategic and architectural objectives.

Project Plan and Schedule

Project Plan and Schedule (High Level)

```

    graph LR
        subgraph Timeline [ ]
            direction TB
            P[1. Preliminary] --> AV[2. Architecture Vision]
            AV --> B[Business]
        end
        style P fill:#f00,stroke:#f00,stroke-width:2px
        style AV fill:#00ff00,stroke:#00ff00,stroke-width:2px
        style B fill:#ffff00,stroke:#ffff00,stroke-width:2px
    
```

Architecture Project Plan and Schedule

Review and confirm the architecture project plan and schedule.

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Project Plan and Schedule

Project Plan and Schedule (High Level)

| Phase | Start Date | End Date |
|--------------------------------|----------------|---------------|
| 1. Preliminary | June 1st | June 1st |
| 2. Architecture Vision | June 15th | July 1st |
| 3. Architecture Definition | July 15th | August 1st |
| 4. Opportunities and Solutions | August 15th | September 1st |
| 5. Migration Planning | September 15th | October 1st |
| 6. Implementation Governance | October 15th | November 1st |

Open

Rationalization

Part of the Baseline Business, Information Services and Technology Architectures were identified during the merger talk. Therefore, it's expected that the time for architecture development can be reduced to less than two months.

[Finished. Back to Process Steps.](#)