

# Request for Architecture Work

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

This document is sent from the sponsoring organization to the architecture organization to trigger the start of an architecture development cycle. It describes the business imperatives behind the architecture work, thus driving the requirements and performance metrics for the architecture work.

## Step 1: Develop Request for Architecture Work

### Complete the form of 'Request for Architecture Work'

#### Overview

Provide a high level summary of what has to be changed. Here are the information you should enter:

- **Project Background:** Description of requests made by the sponsoring organization underlying the need for architecture work.
- **Summary of Request:** A brief description of the changes required to achieve. Think about the problems to be solved by developing an architecture. You may also include the rationale and the objectives of changes.
- **Organization Sponsors:** Sponsors are identified and appointed to ensure that the rest of the architecture development activities have resources to proceed and to clear support of the business management.

The screenshot shows the ArchiSurance - Visual Paradigm Enterprise software interface. The title bar reads 'ArchiSurance \* - Visual Paradigm Enterprise'. The menu bar includes Dash, Project, ITSM, UeXceler, Diagram, View, Team, Tools, Modeling, Window, and Help. The breadcrumb navigation shows '... > Develop Request for Architecture Work > Request for Architecture Work'. The main content area is titled 'Overview' and contains three sections: 'Project Background', 'Summary of Request', and 'Organization Sponsors'.

**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.

**Organization Sponsors**

Name	Position	Organization	Email	Tel
Enter input here.	Enter input here.	Enter input here.	Enter input here.	Enter input here.

## Business Imperative

In this section, you have to provide a brief overview of the business context as well as the major change or goal that the organization attempts to reach. You should focus on describing the key business opportunity or issue to be addressed. Here is the information you should enter:

- Business Mission Statements
- Business Goals
- Strategic Plans of the Business
- Changes in the Business Environment
- Purpose of Architecture Work

The screenshot shows the ArchiSurance - Visual Paradigm Enterprise software interface. The main window displays a table of Business Goals. The table has two columns: Reference-ID and Business Goal. The Business Goals section is expanded, showing a list of 13 goals. Below this, the Strategic Plans of the Business section is partially visible, showing a table with columns Reference-ID and Business Strategy Statement.

Reference-ID	Business Goal
BG-001	Improve business process performance
BG-002	Decrease costs
BG-003	Improve business operations
BG-004	Improve management efficiency
BG-005	Reduce risk
BG-006	Improve effectiveness of IT organization
BG-007	Improve user productivity
BG-008	Improve portability and scalability
BG-009	Improve interoperability
BG-010	Increase vendor independence
BG-011	Reduce lifecycle costs
BG-012	Improve security
BG-013	Improve manageability

Reference-ID	Business Strategy Statement
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## Success Criteria

How to judge if the architecture work to perform is a success? To what extent do you want the business to be improved? Indicate what a “good” outcome of the architecture work will look like. **Short term** criteria defines the desired content and usage of the architecture work products, for example, the in-place of new CRM system. **Long term** criteria defines the eventual business improvements resulting from this architecture work, for example, an increase of revenue by 10%.

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The purpose of architecture work is to re-arrange the IT resources of the three previously independent insurance companies in a way that allows ArchiSurance to become a larger and more combined insurance company, which could simultaneously control its costs, maintain its customer satisfaction, invest in new technology, and take advantage of emerging markets with high growth potential in long run.

### Success Criteria

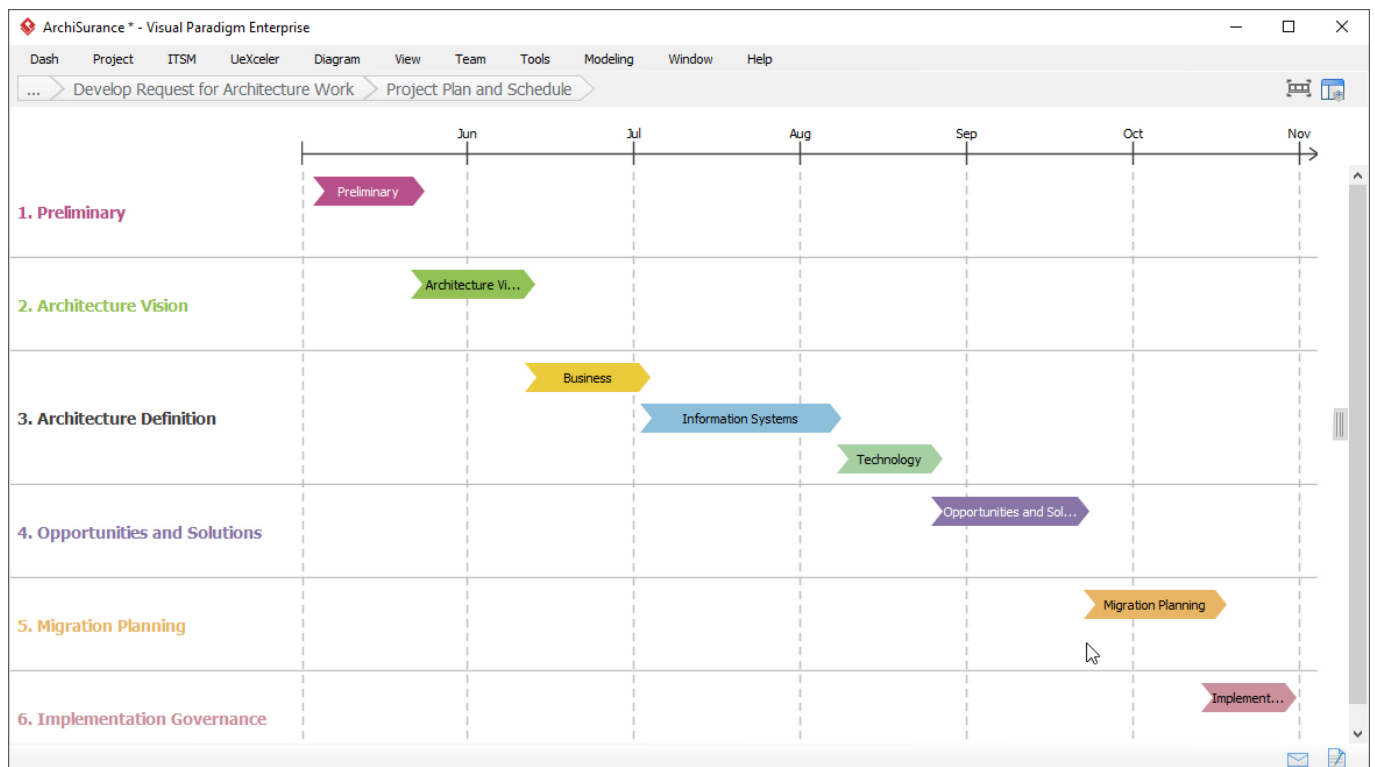
Short Term	Metric	Measurement Technique	Target Value	Rationale/Further Notes
	System availability	Testing	The following systems must be made available: (1) Enterprise-wide CRM automation that replaces individual CRM systems. (2) Integrated back-office suite that replaces separate back-office applications.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

### Project Timeframe

Project Plan and Schedule (High Level)

## Project Timeframe

Draw an [implementation plan](#) to define a high level project timeframe. Show in the diagram the major activities of the project and their planned durations. After that, rationalize your plan by providing any supporting reason for the activities and dates being what they are – e.g., dependencies on other projects, funding, other requirements.



## Constraints

List the constraints on any architecture work to be taken.

Constraints typically present fiscal limitations, physical limitations (for example, network capacity), time limitations (for example, completion before significant events such as the next annual meeting), or any other limitation you anticipate as a factor that affects the achievement of any architecture activities.

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### Constraints

Organizational Constraints	ID	Constraint	Severity	Likelihood	Mitigation	Owner
	C1	Use Skyle for instant messaging	Moderate	Unlikely	Remind the team in every team meeting	John

Budget and Financial Constraints	ID	Constraint	Severity	Likelihood	Mitigation	Owner
	C2	Budget: 320k Euro	Major	Likely	Review the procurement policy and procedure to ensure budget is used with control	John
	C3	Hardware Installment Budget: 80k Euro	Major	Likely	Review the procurement policy and procedure to ensure budget is used with control	John

External and Business	ID	Constraint	Severity	Likelihood	Mitigation	Owner
	C4	Changes must be made invisible to customers and partners	Critical	Rare	N/A	John

Other Constraints	ID	Constraint	Severity	Likelihood	Mitigation	Owner
	C5	Customers and partners' interactions must proceed uninterrupted	Critical	Rare	N/A	John

### Additional Information

Current Business System

## Additional Information

If there is already a system in use, or if you are going to work on a pre-built architecture, you should briefly describe them in this section.

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Other Constraints	ID	Constraint	Severity	Likelihood	Mitigation	Owner
	C5	Customers and partners' interactions must proceed uninterrupted	Critical	Rare	N/A	John

### Additional Information

Current Business System Description

There is a shared front office as a multi-channel contact center for sales and customer service, with a primary contact center at the pre-merger headquarters of Home & Away. There are still three separate back offices that handle the insurance products of the three original companies. A Shared Service Center (SSC) has been established for document processing at the pre-merger headquarters of PROFIT. The center administers the central document repository as well as all automated document workflows. In addition, it performs all scanning, printing, and archiving for legally binding documents as they enter or leave ArchiSurance. To ensure business continuity and handle periods of peak activity, the SSC also hosts trained personnel and equipment to perform the functions of the front office, which is similarly prepared to reciprocate.

Current Architecture/IT System Description

The three divisions of ArchiSurance have adopted a common web portal, contact center software suite, and document management system. Also, the company has selected a strategic CRM solution and implemented it for both Home & Away and PRO-FIT. Besides, Home & Away still uses its pre-merger policy administration and financial application packages, while PRO-FIT and Legally Yours still use their own pre-merger custom monolithic applications.

Description of Developing Organization

Architecture team

Description of Resource Available to Developing Organization

Finance, human resources, skills, equipments, etc

Finished. Back to Process Steps.