



**POPKIN**  
S O F T W A R E

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# **System Architect**

FSA-EAF

# **People**

WORLD CLASS TRAINING

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## Introduction

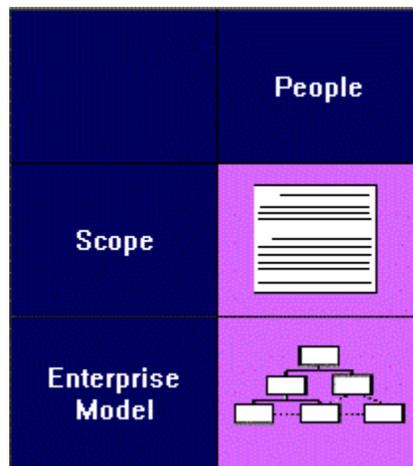
The People column in the FSA Framework is associated with EA descriptions of the organizational structure of the enterprise. This includes the Core Business Functions performed by organizations, Business Roles and the distribution of Roles to Locations. The people column describes who is involved in the business and in the introduction of new technology.

The row one model of people is a simple list of the organizational units and each unit's mission. In row two, this list is fleshed out into a full organization chart, linked to the function column. We examine the roles that are associated with each organizational unit and the information required by those roles. In row three, the potential interaction between people and technology begins to be specified, specifically in terms of who needs what information to do his job.

The following diagrams and definitions represent the products that collectively make up this view:

- |  |  |  |
|--|--|--|
| <b>Row 1 - Scope</b> (Planner Perspective)             | <ul style="list-style-type: none"> <li>• Organizational Units</li> <li>• Stakeholders</li> </ul>   | <ul style="list-style-type: none"> <li>• Business Roles</li> <li>• Skills</li> </ul> |
| <b>Row 2 – Enterprise Model</b><br>(Owner Perspective) | <ul style="list-style-type: none"> <li>• Organization Chart</li> <li>• Related Matrices</li> </ul> |  |

All diagrams and definitions in this view can be accessed through the Framework Browser. To access the various diagrams and definitions the user should navigate to the Business Function column, and select the desired perspective.



**Figure 1** People Focus of the FSA-EAF Framework



Navigate to the Framework Browser and explore the **People** Focus of the FSA-EAF Framework.

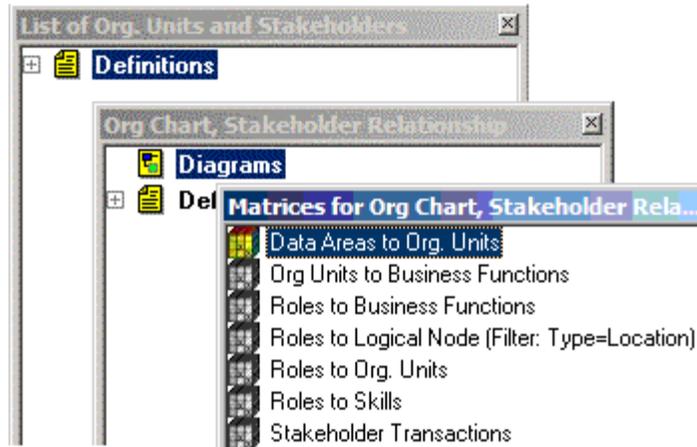


Figure 2 People Browsers

- ☞ Open the Browser at the **Scope / People** intersection. Expand the Definitions list to view the **Stakeholders** added to the repository earlier in the course.
- ☞ *Remember that Stakeholders appear on the Operational Concept diagram in the Business Function Column.*
- ☞ Right-click on a Stakeholder in the Browser and select **Referenced By...**
- ☞ *It is possible to open the referencing diagram directly from the Referenced By... window.*

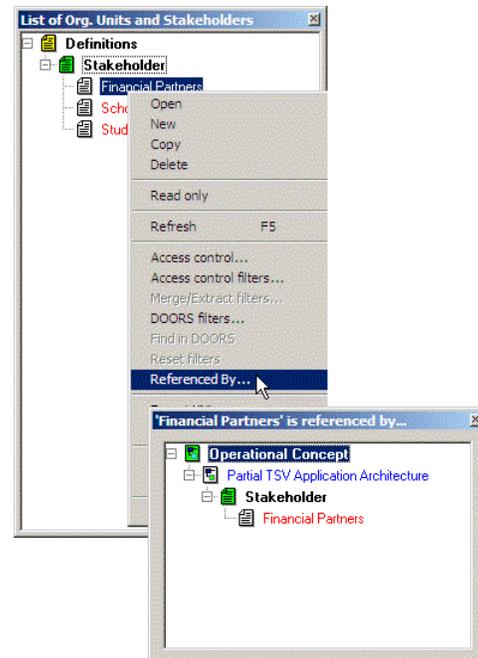


Figure 3 Referenced By...

## People Definitions

### Stakeholder

Any individual that uses ED information or its information systems. FSA's stakeholders are diverse and include banks, POs, external organizations, managers, etc.

Within the FSA Architecture framework Stakeholders are associated with Logical Nodes through which they may be classified as an Organization, External or Other.

## Organizational Unit

Units of work that are important to the business. Listing the Organizational Units helps to define the scope of the business.

Organizational Unit Definitions are associated across the architecture with Business Roles, Core Business Functions and Data Classes. This means we can know what functions are performed within any given organizational unit, who is involved and the information that is required.

## Business Role

Business Role Definitions are groups of skills, which must be present in a single person in order for that person to carry out one or more specific business processes. (A single person may perform more than one role, however.)

A role is well named if the name reflects its underlying skills. For instance, "wholesale process manager" might be an appropriate role name for the Business Role Definition that includes wholesale processing, interpersonal communications, leadership, and system usage.

As well as a list of required Skills, Business Role Definitions also exhibit relationships to Location and Core Business Function definitions.

## Skills

A business Skill constitutes an ability to perform one or more business processes. Skill Definitions describe the key competencies that are integral to the business vision and the Business Roles that necessitate a given Skill. The name of a Skill should reflect its underlying competencies, knowledge, and behaviors.



Open the existing **Organizational Unit** definition through the Framework browser named **Customer Service and Support Call Center**.

Add to the definition of the Organizational Unit five **Business Roles**, named **General Manager**, **Director**, **Document Design Project Lead**, **Public Enquiry Contract Lead** and **Mail Clerk**.



*As you add each Business Role be sure to click Define to instantiate the definition.*

Also, using **Choices...** relate the Organizational Unit to the existing **Core Business Function** named **Customer Service and Support**.

Finally, relate the Organizational Unit to the **Logical Node**, named **FSA**. Again, use **Choices...** to view a list of available Logical Nodes then drag and drop to create the relationship.



*Only Logical Nodes of Type **Organization** are present on this Choices... list.*



Think about some of the **Skills** you might associate with the Business Roles we just created. Open the **Roles to Skills Matrix** to create a few Skill definitions and relate them where appropriate to Business Roles.



View the list of definitions through the Framework browser and practice with Referenced By..

## Organizational Chart

### Overview

The Organization Chart illustrates the relationships among organizations or resources. These relationships can include oversight, coordination relationships (influences and connectivity), and many others, depending on the purpose of the architecture. It is important to show these relationships in architecture because they illustrate fundamental roles and management relationships. For example, oversight relationships may differ under various circumstances. Differing oversight relationships may mean that activities are performed differently or by different organizations. Different coordination relationships may mean that connectivity requirements are changed.

Thus the Organization Chart provides a hierarchical view of the way groups within a business enterprise report to one another – that is to say the "order of authority" or "control structure". The hierarchical units within this structure are called Organizational Units and are formally defined subsections of the enterprise which exist specifically to carry out business purposes.

### Toolbars & Icons

As with all Hierarchical diagrams System Architect will automatically show the link line between a Parent and Child symbol as the user attempts to attach them.

However, on the Organizational Chart an additional line symbol is provided named an **Organizational Connection**. This symbol **must** connect two Organizational Units, however they do not have to be in a parent/child hierarchy; for instance one Organizational Unit symbol could be to the side of another.

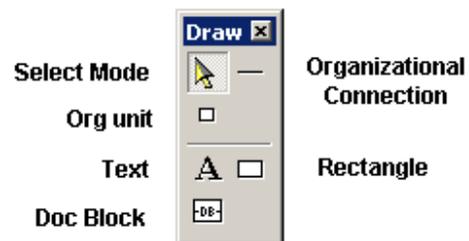


Figure 4 The Organizational Chart Toolbar

- 👉 Navigate to the **Enterprise Model / People** cell of the Framework and elect to create a new diagram of type **Org. Chart**.
- 👉 Name the Org. Chart, Federal Student Aid.

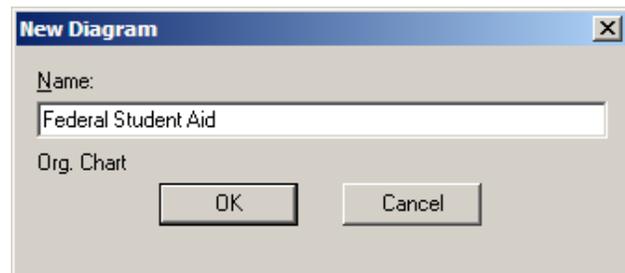


Figure 5 New Org. Chart

- 👉 Right-click in diagram white space and select **Choices** from the diagrams floating menu.
- 👉 Drag and drop the existing Organizational Unit named **Customer Service & Support Call Center** on to the diagram.
- 👉 You may wish to disable the *Display of Business Roles* whilst building the Org. Chart.

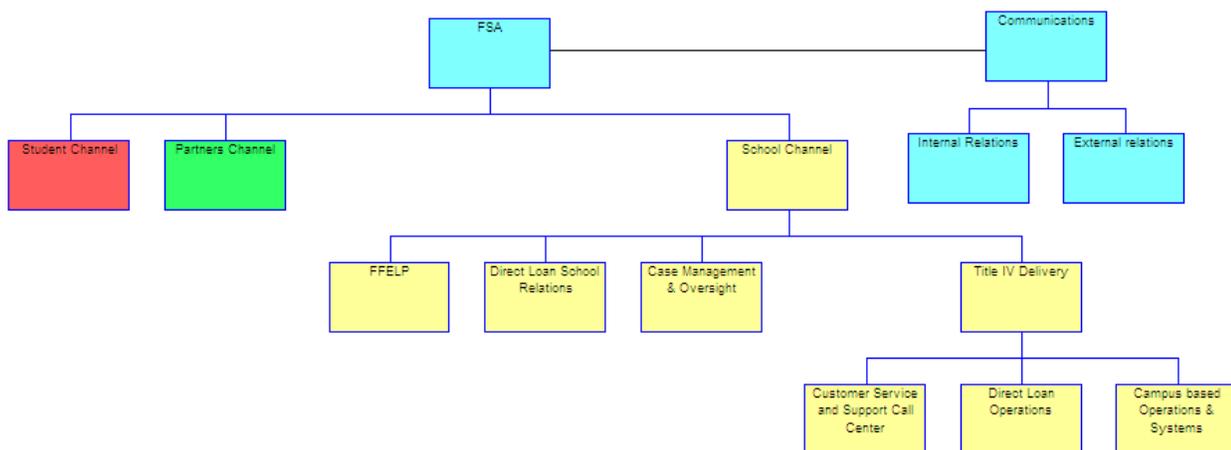


Complete the diagram as shown, using the following Organizational Units and Save it..

- FSA
- Communications
- Internal Relations
- External relations
- Student Channel
- Partners Channel
- Campus Based Operations & Systems
- School Channel
- FFELP
- Direct Loan School Relations
- Case Management & Oversight
- Title IV Delivery
- Direct Loan Operations



Note the use of the **Organization Connection** symbol from **FSA** and the use of **color** to distinguish **FSA Channels** from Organizational Units.



We now have a fairly extensive set of architectural elements in the encyclopedia.



Starting with the Organizational Units, experiment with creating new relationships between the various definitions types, and navigating the architecture. Use the Row 1 List Browsers, and Choices... buttons within definitions to view the definitions that are available within type.



To start you off, relate the Organizational Unit Case Management & Oversight to the Core Business Function named Monitoring and Oversight, and to the Data Class definitions named SCHOOL and LENDER.



*Don't forget to add Business Roles of your choice to some of the Organizational Units as well!*