A Snapshot In Time, Continued:
Enterprise Architecture
The Second Pillar Of Boston University’s Approach
Service Design
• Service catalog management
• Service level management
• IT service continuity management

Service Transition
• Change management
• Service asset and configuration management
• Release and deployment management
• Knowledge management

Service Operation
• Event management
• Incident management
• Request fulfilment
• Problem management
• Access management
IT Service Management at Boston University
Enterprise Architecture using The Open Group Architecture Framework (TOGAF ®)

Enterprise Architecture Development Initiatives

Enterprise Architecture and IT Service Management
Boston

BOSTON UNIVERSITY

Washington, DC
IT Components vs. the IT Landscape
City Planning

- Broadly available access to utilities with standard connections
- Zoning plan for residential, commercial, etc. so incompatible functions are not permitted in the same area
- Supporting new buildings must be cost-effective
- City planning/zoning board

IT Planning

- Broadly available IT services with standard interfaces and defined access
- Well-defined IT domains to avoid creating conflicts or unnecessary duplication of data or services
- Supporting new IT services must be cost-effective
- Architecture governance
TOGAF®:

- The Open Group Architecture Framework
- Developed and maintained by the Open Group Architecture Forum
- First version: 1995
- Certified practitioners: 65,600
Alignment

- Best Practices and Standards
- Security
- Shared Services

- Decisions based on value to the Organization
- Continual improvement
- Transparency
- Communication with stakeholders in terms most meaningful to them

Principles from the Boston University 2015-2020 Technology Plan

INNOVATIVE
USABLE
GLOBAL
OPEN
SECURE
PROFESSIONAL
DEVELOPMENT
SERVICE CULTURE
SHARED SERVICES
GOVERNANCE
CLOUD FIRST

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TOGAF

Architecture Process

Architecture Data

Architecture Capability

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Define scope and get approval for the project

Oversee Implementation & Manage Changes

Develop target architectures

Select solution and plan implementation
Architecture Repository

Architecture Metamodel

Reference Library

Standards Information Base

Governance Log

Architecture Capability

Architecture Landscape

Architecture Process

Architecture Data

Architecture Capability
Architecture Capability

Governance Bodies

Project/Portfolio Governance
- Professional Development
- Skills
- Knowledge
- Roles and Responsibilities
- Architecture Professionals

Project/Portfolio Governance
- Contract
- Projects/Portfolios

Enterprise Continuum

Architecture Repository

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Developing Enterprise Architecture at BU
IT Governance Structure at BU
Enterprise Architecture & Infrastructure Governance Committee (EAIC)

Architecture Board

- IS&T Enterprise Architect
- IS&T Application Architect
- IS&T Security Architect
- IS&T Network Systems Architect
- IS&T Infrastructure Architect
- IT Partner Group Architect

- CIO
- Faculty Member
- IT Partner Group Representative
- IS&T Staff Member
- IS&T Staff Representative

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IS&T Architecture Principles

- Information Security
- Build in Resiliency & Business Continuity
- Use Industry Standard Solutions with Minimal Customizations
- Measure & Monitor
- Document & Publish Architectures
- Enterprise Authentication
- Reuse
- Cloud First (*)
Developing Enterprise Architecture at BU

Architecture Principles and Standards

TOGAF

Architecture Governance

Broadly available IT services with standard interfaces and defined access

Broadly available access to utilities with standard connections
IS&T Architecture Standards

IS&T Architecture Principles

- Information Security
- Build in Resiliency & Business Continuity
- Use Industry Standard Solutions with Minimal Customizations
- Measure & Monitor
- Document & Publish Architectures
- Enterprise Authentication
- Reuse
- Cloud First (*)
Work in Progress – 2016-17

Architecture Repository

- Architecture Metamodel
- Reference Library
- Standards Information Base
- Governance Log
- Architecture Capability

Architecture Repository

- Architecture Landscape
- Reference Library
- Standards Information Base
- Architecture Capability
- Governance Log

1,000+ Artifacts: Diagrams, Matrices, Catalogs
Building Blocks, Templates
Architecture Principles, Standards
Architecture Board; Skills Framework

Microsoft Office 365
SharePoint

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## Architecture Capability Maturity Assessment

### Factors

- Architecture process
- Architecture development
- Architecture communication
- Architecture governance
- IT security
- Business linkage
- Senior management involvement
- Operating unit participation
- IT investment, acquisition strategy

### Rating

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Enterprise Architecture and TOGAF

Enterprise Architecture Development Initiatives

Enterprise Architecture and IT Service Management
Enterprise Architecture - Second Pillar of IT Approach

Incident Management
Catalog Management
Architecture Principles
Architecture Standards

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Enterprise Architecture - Second Pillar of IT Approach

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