

## Chapter Five

# An Introduction to Enterprise Architecture in the Context of Technological Posthumanization<sup>1</sup>

**Abstract.** The discipline of enterprise architecture (EA) seeks to generate alignment between an organization's electronic information systems, human resources, business processes, workplace culture, mission and strategy, and external ecosystem in order to increase the organization's ability to manage complexity, resolve internal conflicts, and adapt proactively to environmental change. In this text, an introduction to the definition, history, organizational role, objectives, benefits, mechanics, and popular implementations of enterprise architecture is presented. The historical shift from IT-centric to business-centric definitions of EA is reviewed, along with the difference between 'hard' and 'soft' approaches to EA. The unique organizational role of EA is highlighted by comparing it with other management disciplines and practices.

The creation of alignment is explored as the core mechanism by which EA achieves advantageous effects. Different kinds of alignment are defined, the history of EA as a generator of alignment is investigated, and EA's relative effectiveness at creating different types of alignment is candidly assessed. Attention is given to the key dynamic by which alignment yields deeper integration of an organization's structures, processes, and systems, which in turn grants the organization greater agility – which itself enhances the organization's ability to implement rapid and strategically directed change. The types of tasks undertaken by enterprise architects are discussed, and a number of popular enterprise architecture frameworks are highlighted. A generic EA framework is then presented as a means of discussing elements such as architecture domains, building blocks, views, and landscapes that form the core of many EA frameworks. The role of modelling languages in documenting EA plans is also addressed.

In light of enterprise architecture's strengths as a tool for managing the deployment of innovative forms of IT, it is suggested that by adopting EA initiatives of the sort described here, organizations may better position themselves to address the new social, economic, and operational realities presented by emerging 'posthumanizing' technologies such as those relating to social robotics, nanorobotics, artificial life, genetic engineering, neuroprosthetic augmentation, and virtual reality.

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<sup>1</sup> This text draws heavily on Part II B ("Fundamentals of Enterprise Architecture") of Gladden, "Enterprise Architecture for Neurocybernetically Augmented Organizational Systems" (2016).

## I. Introduction

The management discipline of enterprise architecture (EA) is characterized by its effort to engineer an enhanced ‘alignment’ between an organization’s information systems, human resources, business processes, workplace culture, mission and strategy, and external ecosystem in order to strengthen the organization’s ability to manage complexity, resolve internal conflicts, and adapt proactively to environmental change.

For small organizations – or those that are not especially dependent on sophisticated electronic information systems – the notion of employing the complex array of processes and tools offered by enterprise architecture may understandably appear both impractical and unnecessary; however, even small organizations can benefit from applying the basic principles of EA in a streamlined form. And for large organizations – and especially those whose competitive advantage depends on continually executing the rapid and successful adoption of innovative information technologies – EA in its fullest form can provide an essential management tool.

Enterprise architecture emerged in the 1980s and 1990s as a means for organizations to bring greater coherence, competence, and strategic direction to their acquisition and use of computing technologies. From those earliest days, EA has cultivated a unique insight into the challenges and opportunities to be found in the integration of transformative technologies into organizational life. Today, organizations are increasingly grappling with the strategic, operational, and tactical implications of a new wave of emerging technologies – such as those relating to social robotics, nanorobotics, artificial life, genetic engineering, neuroprosthetic augmentation, and virtual reality – that are creating a technologized and ‘posthumanized’ world in which human beings are no longer the only intelligent agents who gather information from the environment, make strategic decisions, and act to transform the world.<sup>2</sup> The adoption of thoughtful EA initiatives can enable organizations to creatively and efficiently incorporate into themselves the most beneficial aspects of such innovative posthumanizing technologies while minimizing the organizational risks that they pose. In this way, enterprise architecture can position organizations to survive, compete, and adapt within an increasingly complex world of intensively networked digital-physical ecosystems that are evolving

<sup>2</sup> For a discussion of processes of technologization and its role in the larger phenomenon of posthumanization, see, e.g., Herbrechter, *Posthumanism: A Critical Analysis* (2013); Ferrando, “Posthumanism, Transhumanism, Antihumanism, Metahumanism, and New Materialisms: Differences and Relations” (2013); and Gladden, *Sapient Circuits and Digitalized Flesh: The Organization as Locus of Technological Posthumanization* (2016).

with ever greater speed.<sup>3</sup> With these points in mind, the following sections provide an introduction to the definition, history, organizational role, objectives, benefits, mechanics, and popular implementations of enterprise architecture and present an overview of a generic enterprise architecture framework.

## II. Definitions of Enterprise Architecture

Many management scholars and practitioners have formulated definitions of enterprise architecture. Although all definitions share similar elements, they possess nuances of emphasis that allow them to be divided into two broad groups of ‘IT-centric’ and ‘business-centric’ definitions.

### IT-centric Definitions

‘IT-centric’ definitions of EA reflect the original vision of enterprise architecture as a discipline whose initial purpose was to aid organizations in designing and implementing IT systems. For example, Gammelgård et al. define enterprise architecture as “an established approach for the model-based and holistic management of IT,”<sup>4</sup> and Cane and McCarthy state that “Enterprise architecture frameworks provide a basis to systematically document and manage the information technology assets of an organization.”<sup>5</sup> Similarly, Mezzanotte and Dehlinger contend that “Existing EA frameworks consider EA design solely from a techno-centric perspective focusing on the interaction of business goals, strategies, and technology.” They argue that many EA programs fail as a result of this limiting and problematic focus on technological phenomena, which overlooks the social and human aspects that can make it impossible for key organizational stakeholders to effectively express what they wish to achieve from an enterprise architecture program.<sup>6</sup>

<sup>3</sup> Digital-physical ecosystems are discussed in numerous contexts, such as investigations of digital ecosystems, cyber-physical systems, virtual worlds, and the Internet of Things. For various perspectives on digital-physical ecosystems and their growing importance, see, e.g., Bainbridge, *The Virtual Future* (2011); Evans, “The Internet of Everything: How More Relevant and Valuable Connections Will Change the World” (2012); and *Digital Ecosystems: Society in the Digital Age*, edited by Jonak et al. (2016).

<sup>4</sup> Gammelgård et al., “An IT Management Assessment Framework: Evaluating Enterprise Architecture Scenarios” (2007).

<sup>5</sup> Cane & McCarthy, “Measuring the Impact of Enterprise Architecture” (2007).

<sup>6</sup> Mezzanotte & Dehlinger, “Enterprise Architecture: A Framework Based on Human Behavior Using the Theory of Structuration” (2012).

### Business-centric Definitions

‘Business-centric’ definitions of enterprise architecture, on the other hand, reflect a newer and broader understanding of EA, emphasizing the discipline’s role in shaping and optimizing an organization’s structures, processes, and systems in order to best support the organization’s business strategy. An example of such a definition is presented by Land et al.,<sup>7</sup> who after reviewing many established definitions of EA distill and synthesize those formulations to define enterprise architecture as:

A coherent set of descriptions, covering a regulations-oriented, design-oriented and patterns-oriented perspective on an enterprise, which provides indicators and controls that enable the informed governance of the enterprise’s evolution and success.

Such a definition does not make any specific reference to an organization’s technological infrastructure or IT systems.

### The Shift from IT-centric to Business-centric Approaches

Turner et al.<sup>8</sup> have charted the evolution of enterprise architecture from a field primarily concerned with IT management and dominated by technologists to a more mature and holistic discipline that informs and shapes strategic, operational, and tactical decision-making throughout an organization and which calls for enterprise architects to possess a broader range of experience and expertise than simply familiarity with IT management. Similarly, Bean acknowledges that the origins of enterprise architecture lay explicitly in IT management but explores ways in which the field has been extended to guide the engineering of all aspects of an organization, rather than merely its IT systems.<sup>9</sup> Nevertheless, the vision of enterprise architecture as a discipline that is not merely a robust form of IT management but instead a general managerial discipline whose proper object comprises all of an organization’s components and activities is belied by the fact that, in practice, EA personnel typically report to an organization’s chief information officer rather than to the chief strategy officer or CEO.<sup>10</sup>

<sup>7</sup> Land et al., “Positioning Enterprise Architecture” (2009).

<sup>8</sup> Turner et al., “Architecting the Firm – Coherency and Consistency in Managing the Enterprise” (2009).

<sup>9</sup> Bean, “Re-Thinking Enterprise Architecture Using Systems and Complexity Approaches” (2010).

<sup>10</sup> Lindström et al., “A Survey on CIO Concerns – Do Enterprise Architecture Frameworks Support Them?” (2006).

### 'Hard' vs. 'Soft' Approaches to Enterprise Architecture

The distinction between IT-centric and business-centric definitions of enterprise architecture is also sometimes understood as a difference between 'hard' and 'soft' approaches to EA. Magoulas et al. classify elements of enterprise architecture frameworks as either 'hard' approaches that focus on the engineering of organizational IT systems or 'soft' approaches that focus primarily on the human aspects of implementing architectural changes and which resemble many of the techniques employed in more humanistic and 'anthropocentric' disciplines such as organizational design and, especially, organization development.<sup>11</sup>

Historically, enterprise architects have tended to focus on hard approaches. In particular, early practitioners of enterprise architecture largely underappreciated the value (and even necessity) of explicitly incorporating into their work 'soft' elements such as the political and cultural knowledge, interpersonal communication, leadership, and incentivization that are needed to reduce the doubts and resistance of stakeholders and successfully implement an enterprise architecture program within an organization.<sup>12</sup> However, even from the beginning, some EA frameworks (such as that developed by Xerox) have done a more effective job than others of incorporating complementary hard and soft aspects.<sup>13</sup> And over time, the field of EA management has broadened its focus to include such concerns – to the extent of even attempting to make enterprise architecture 'fun' for those stakeholders whom it impacts.<sup>14</sup>

### Comparing Enterprise Architecture to Other Management Disciplines

Enterprise architecture is often confused with or assumed to be identical to a number of other management disciplines and techniques<sup>15</sup> that similarly involve the optimization of organizational components and dynamics, the

<sup>11</sup> Regarding the humanistic origins and nature of organization development, see Bradford & Burke, *Reinventing Organization Development* (2005), and Gladden, "Organization Development and the Robotic-Cybernetic-Human Workforce: Humanistic Values for a Posthuman Future?" (2016).

<sup>12</sup> Ahlemann et al., "People, Adoption and Introduction of EAM" (2012).

<sup>13</sup> See Magoulas et al., "Alignment in Enterprise Architecture: A Comparative Analysis of Four Architectural Approaches" (2012), p. 98, and its discussion of Howard, "The CEO as Organizational Architect: An Interview with Xerox's Paul Allaire" (1992).

<sup>14</sup> Ahlemann et al. (2012).

<sup>15</sup> See Stelzer, "Enterprise Architecture Principles: Literature Review and Research Directions" (2010).

administration of IT resources and processes, or the management of organizational change. Below we consider the relationship of EA to some of these practices.

### Enterprise Architecture vs. Organizational Architecture

In its focus on creating ‘alignment,’ enterprise architecture shares many similarities with the field of organizational architecture that emerged at roughly the same time and which strives to generate a high degree of ‘fit’ or ‘congruence’ between an organization’s components.<sup>16</sup> However, while enterprise architecture is rooted in the highly technical perspectives of IT management and its methodologies for installing and operating concrete hardware and software platforms, organizational architecture is grounded more broadly in philosophies of design, employing principles from the world of architecture in a more metaphorical and less literal fashion.

The disciplines of organizational architecture and enterprise architecture might be understood as mirror images or isomorphs of one another. Both attempt to design and implement an optimized target state for an entire organization; however, while organizational architecture sees the successful design of IT systems as one small component of overall organizational design, enterprise architecture tends to see designing an organization’s broader strategies, personnel structures, and processes as one constituent task that must be performed in order to achieve the successful design and implementation of critical IT systems.<sup>17</sup>

### Enterprise Architecture vs. Business Models

Jacob et al. suggest that an organization’s enterprise architecture is linked to its business model, and thus changes to an organization’s IT systems that affect an organization’s EA will also affect its business model. In particular, they demonstrate how organizational IT changes reflected in the ArchiMate enterprise architecture model can be correlated with changes reflected in Osterwalder’s Business Model Canvas.<sup>18</sup>

### Enterprise Architecture vs. Service-Oriented Architecture (SOA)

Service-oriented architecture (SOA) – which “takes an architectural approach to designing and implementing IT solutions” – is best understood not

<sup>16</sup> See Nadler & Tushman, *Competing by Design: The Power of Organizational Architecture* (1997), and Hoogervorst, “Enterprise Architecture: Enabling Integration, Agility and Change” (2004), pp. 4-5.

<sup>17</sup> See, e.g., Rohloff, “Framework and Reference for Architecture Design” (2008), pp. 11-12.

<sup>18</sup> See Jacob et al., “From Enterprise Architecture to Business Models and Back” (2012), and Osterwalder & Pigneur, *Business Model Generation: A Handbook for Visionaries, Game Changers, and Challengers* (2010).

as an alternative to enterprise architecture but as a particular approach to managing the design and implementation of enterprise architectures.<sup>19</sup>

### Enterprise Architecture vs. Management Cybernetics

Enterprise architecture can also be compared to management cybernetics and the Viable Systems Approach. Early iterations of management cybernetics (e.g., those of Stafford Beer) were explicitly developed by studying the processes of communication and control within intelligent biological organisms and developing general principles that could be applied to systems such as businesses and other organizations; however, more recent formulations of management cybernetics draw extensively on more generalized systems theory.<sup>20</sup>

Enterprise architecture is overwhelmingly a practical management discipline whose goal is to generate improved performance within real-world organizations in the immediate to near future. As such, EA frameworks implicitly incorporate a raft of assumptions about the nature and capacities of contemporary organizations, their human workforce, and their IT resources that may be valid in the present moment but which are not guaranteed to hold true in the future as human societies and technologies evolve. That does not typically pose a problem, insofar as EA is valued primarily for its practical value in enhancing the productivity of existing organizations and not for its theoretical insights or long-term predictive capacity. Management cybernetics, on the other hand, attempts to formulate more generalized principles regarding the behavior of organizations that are applicable not only to businesses as they exist today but to any types of organizations that might appear in the future. If enterprise architecture is understood primarily as a technology-oriented approach to managing contemporary organizations that is informed by various theories of organizational behavior, management cybernetics can conversely be understood largely as a theory of systems structure and dynamics that possesses useful applications for the management of organizations.<sup>21</sup>

<sup>19</sup> See MacLennan & Van Belle, “Factors Affecting the Organizational Adoption of Service-Oriented Architecture (SOA)” (2013).

<sup>20</sup> See, e.g., Beer, *Brain of the Firm* (1981); Barile et al., “An Introduction to the Viable Systems Approach and Its Contribution to Marketing” (2012); Pérez Ríos, “Systems Thinking, Organisational Cybernetics and the Viable System Model” (2012); and Gladden, “The Artificial Life-Form as Entrepreneur: Synthetic Organism-Enterprises and the Reconceptualization of Business” (2014).

<sup>21</sup> For a discussion of connections between EA and management cybernetics, see, e.g., Buckl et al., “A Viable System Perspective on Enterprise Architecture Management” (2009).

### Enterprise Architecture as a Discipline, Process, or State

Caetano et al. explicitly use the phrase ‘enterprise architecture’ to describe the optimized target state that is designed for a particular organization by an enterprise architect. They thus explain that:

An enterprise architecture is the result of the continuous process of representing, integrating and keeping consistently aligned the elements that are required for managing and understanding the organization.<sup>22</sup>

However, this is by no means the only way of conceptualizing enterprise architecture. The phrase ‘enterprise architecture’ can be used in at least four ways:

- To refer to the **discipline and body of knowledge** that describe (and seek to continually improve) the array of processes and techniques that constitute enterprise architecture.
- To refer to a **process** of enterprise architecture that is intentionally employed by a particular organization at a specific point in time in order to design and implement a new organizational state.
- To refer to the **optimized target state** that has been knowingly designed for a particular organization by an enterprise architect and which is detailed in an EA plan.<sup>23</sup>
- To refer to the **de facto arrangement** of an organization’s components and dynamics at a particular point in time – i.e., the actual ‘architecture’ of that ‘enterprise’ – regardless of whether or not that state was intentionally designed by an enterprise architect.

If the phrase is employed in the final sense, it could be said that *every* functioning organization possesses an ‘enterprise architecture,’ even if it is inefficient and suboptimal and the organization has never intentionally employed the *process* of enterprise architecture. In this text, the phrase ‘enterprise architecture’ is used in all four senses, with the exact meaning depending on the context. Thus one might speak of “drawing on the principles of enterprise architecture to carry out a process of enterprise architecture that replaces an organization’s current, suboptimal enterprise architecture with a new enterprise architecture that creates greater alignment.”

Within the field’s literature, the phrase ‘enterprise architecture management’ is often employed to specify the discipline of EA or the process of designing, implementing, and maintaining a particular EA within a given organization. Similarly, the phrase ‘enterprise architecture framework’ refers to a specific approach (often given a proper name and marketed by a particular

<sup>22</sup> Caetano et al., “A Role-Based Enterprise Architecture Framework” (2009), p. 253.

<sup>23</sup> See Jacob et al. (2012).



author or institution) to conducting an EA process and preparing the documents that depict an organization's target EA.

### III. Goals and Benefits of Enterprise Architecture

Perhaps reflecting their origins in the world of IT management, the many EA frameworks in use today generally do a robust and rigorous job of defining technical tools and processes (such as UML-based schematics) for analyzing or designing an organization's enterprise architecture. However, there is a distinct lack of agreement regarding the goals that such activities are meant to achieve. Moreover, there is a lack of clarity regarding the success factors that contribute to a particular enterprise architecture effort being able to deliver beneficial results.<sup>24</sup>

A comprehensive analysis by Boucharas et al. suggests that EA is capable of delivering a hundred different benefits that are produced through the three key value-generating mechanisms of standards, models, and IS/IT governance frameworks.<sup>25</sup> However, individual frameworks often focus on generating a smaller number of more targeted benefits. A typical account is that presented by Magoulas et al., who assert that the goals of enterprise architecture include reducing an organization's complexity, increasing its changeability, and providing a clearer basis for evaluation, in order to enhance the organization's competitiveness.<sup>26</sup> Similarly, Rohloff<sup>27</sup> notes that the objectives of enterprise architecture include promoting an organization's effectiveness, efficiency, continuity and structural stability, ability to adapt to change, transparency in communication, and ability to plan and control activities in order to implement the organization's strategy and business model.

For the kinds of organizations (such as military agencies and departments) that are likely to be early deployers of posthumanizing technologies such as those used to neuroprosthetically enhance human personnel, we can identify at least three goals of enterprise architecture that are likely to be relevant; these are managing complexity, resolving internal conflicts, and generating integration, agility, and the ability to manage change. Below we consider these goals and benefits of enterprise architecture in more detail.

<sup>24</sup> Nakakawa & Proper, "Quality Enhancement in Creating Enterprise Architecture: Relevance of Academic Models in Practice" (2009).

<sup>25</sup> Boucharas et al., "The Contribution of Enterprise Architecture to the Achievement of Organizational Goals: A Review of the Evidence" (2010), pp. 6-7.

<sup>26</sup> Magoulas et al. (2012), p. 88.

<sup>27</sup> See Rohloff (2008).

## Managing Complexity

Managing change and complexity are the two greatest challenges reported by contemporary business leaders, and the discipline of enterprise architecture has in large part been developed to aid organizations in confronting these challenges.<sup>28</sup> Enterprise architecture makes it easier for organizations to grapple with tremendous internal complexity by creating a conceptual framework that reduces such intricacies to a more manageable array of core components and dynamics whose behavior and interactions can be easily analyzed, predicted, and controlled.<sup>29</sup> Historically, enterprise architecture has been especially valuable in aiding organizations to deal with internal technological complexity: in many contemporary organizations, key processes of data analysis, decision-making, and control are supported or managed by ineffective and inefficient IT systems that comprise a vast and bewildering collection of hardware and software platforms – old and new, off-the-shelf and custom-built – that are held together by a makeshift jumble of mechanisms and interfaces.<sup>30</sup> EA can be employed to make sense of such environments.

## Resolving Internal Conflicts

The implementation of a thoughtfully designed enterprise architecture can also aid in avoiding or resolving internal conflicts<sup>31</sup> such as differences in prioritizing organizational objectives; competing claims on organizational resources; or disagreements over the timing, scope, or tactics of organizational activities being planned.<sup>32</sup>

## Generating Integration, Agility, and the Ability to Manage Change

Enterprise architecture seeks to optimize an organization's ability to successfully manage change by achieving a high degree of agility, which in turn results from effectively integrating the organization's components and behaviors. We can explore these dynamics in more detail.

## Organizations Must Be Able to Implement Rapid and Directed Change

Phenomena such as the growing complexity and dynamism of business environments, intensive globalized competition, and increasingly fickle and knowledgeable consumers mean that a “traditional modus operandi based on command and control” no longer has the ability to generate and maintain a

<sup>28</sup> Højsgaard, “Market-Driven Enterprise Architecture” (2011).

<sup>29</sup> Rohloff (2008).

<sup>30</sup> Sundberg, “Building the Enterprise Architecture: A Bottom-Up Evolution?” (2007).

<sup>31</sup> See Fritz, *Corporate Tides* (1996), and its discussion in Hoogervorst (2004), pp. 4-5.

<sup>32</sup> In this way, EA supports the conflict-resolving role of ‘System 2’ as described in the Viable System Model formulated within management cybernetics. See, e.g., Pérez Ríos (2012).

competitive advantage for a contemporary business; in response to such environmental challenges, enterprise architecture seeks to provide a 'blueprint' that allows a business to better understand its internal structure, processes, and systems and to deftly and efficiently adjust those features as needed in order to achieve a desired future state.<sup>33</sup>

Indeed, an organization's ability to successfully design and implement a process of transformational change in order to allow it to execute its business strategies is arguably even more important than the development of particular strategies that possess high-quality content; a business with a highly adaptable and well-integrated architecture but suboptimal strategies might be expected to outperform one with good strategies but a brittle, inelastic, unresponsive, labyrinthine architecture.<sup>34</sup>

#### In Order to Change Rapidly, Organizational Agility Is Needed

Not all organizations are in a position to implement rapid and directed change on an ongoing basis. Hoogervorst notes that an ever-greater degree of organizational agility is needed in order for businesses to regularly introduce new kinds of goods and services and to modify their existing offerings with increasing frequency – activities that are required by the quickening pace of societal and industrial change.<sup>35</sup> However, large, complex, and technology-intensive enterprises face especially great challenges in generating and maintaining the degree of organizational agility that is needed in order to create and control such dynamic processes of change. Proactive steps must be taken in order to achieve such agility.

#### In Order to Develop Agility, Organizational Integration is Needed

Proponents of enterprise architecture argue that the best way to develop organizational agility is by achieving a high degree of organizational integration on both the functional and conceptual levels. Attempting to implement major changes in one element of an organization without first understanding all of that element's interdependencies with other parts of the organization can easily end in disaster.<sup>36</sup> If the changes taking place throughout a large organization are not consistent with one another, they risk pulling the organization away from its strategies or even tearing the organization apart. The more radical the change that an organization is attempting to implement, the

<sup>33</sup> Magoulas et al. (2012), p. 88.

<sup>34</sup> See Kaplan & Norton, *The Strategy-Focused Organization: How Balanced Scorecard Companies Thrive in the New Business Environment* (2001), and the discussion of that text in Hoogervorst (2004), pp. 4-5.

<sup>35</sup> Hoogervorst (2004), p. 5.

<sup>36</sup> Hoogervorst (2004), p. 2.

stronger and deeper the integration that the organization must possess.<sup>37</sup> An organization lacking such integration might be compared to an animal that lacks a central nervous system: although the body parts that constitute such an animal might change in response to environmental stimuli, the changes are not internally coordinated or purposefully directed by the organism.

Hoogervorst notes that as a business (or any other system) grows more 'extended' in its geographical scope, complexity and diversity of activities, number of internal subsystems, and range of interaction with its external ecosystem, it becomes more essential for the business to possess a single coherent architecture that can integrate all of the organization's components and processes and allow them to function seamlessly in unison with one another.<sup>38</sup> Similarly, Caetano et al. argue that in order to be able to adapt to change in an agile manner, an organization must possess an integrated representation that contains all relevant knowledge about its personnel, business processes, IT systems, and technology<sup>39</sup>; the process of enterprise architecture attempts to formulate such a knowledge representation for a particular organization and the system that it constitutes.

#### EA as Facilitator of an Ongoing Process of Change Management

To summarize, Hoogervorst argues that enterprise architecture has a threefold purpose: by creating a thorough *integration* of an organization's components and behaviors, EA gives the organization a high degree of *agility*, which allows the organization to *change* quickly and intelligently in order to adapt to rapidly evolving environmental conditions.<sup>40</sup> Likewise, Van der Raadt and Van Vliet emphasize the role of enterprise architecture in facilitating successful change management, noting that:

Enterprise Architecture (EA) is an increasingly important instrument to better manage enterprise transformations. EA provides a means for getting insight into the current state landscape, creating a target blueprint, and setting out a roadmap to achieve that target state.<sup>41</sup>

Enterprise architecture not only supports the implementation of planned change; it also prepares organizations to better handle unplanned change.<sup>42</sup>

<sup>37</sup> Hoogervorst (2004), p. 17.

<sup>38</sup> Hoogervorst (2004), p. 4.

<sup>39</sup> Caetano et al. (2009).

<sup>40</sup> Hoogervorst (2004), p. 5.

<sup>41</sup> Van der Raadt & Van Vliet, "Assessing the Efficiency of the Enterprise Architecture Function" (2009).

<sup>42</sup> Hoogervorst (2004), p. 6; Kandjani et al., "Enterprise Architecture Cybernetics for Complex Global Software Development: Reducing the Complexity of Global Software Development Using Extended Axiomatic Design Theory" (2012).

In this way, it positions contemporary organizations to continuously adapt in the face of disruptive new technologies, dynamic global markets, and rapidly evolving regulatory environments.<sup>43</sup>

#### IV. Creating Alignment: The Methodology of Enterprise Architecture

Regardless of which specific benefits an organization is seeking to obtain through the use of enterprise architecture, the means by which EA achieves those benefits is typically through the creation and maintenance of *alignment* within the organization. Within enterprise architecture, the notion of alignment has been used to refer to such diverse concepts as ‘integration,’ ‘fusion,’ ‘compatibility,’ ‘harmony,’ ‘balance,’ ‘conformity,’ and ‘fit.’<sup>44</sup>

##### The History of Enterprise Architecture as a Generator of Alignment

The path toward the development of mechanisms for generating such alignment began in the 1980s, when many organizations made large investments in IT systems but were then surprised to discover that the systems did not generate the desired productivity benefits. Such failures often resulted from the fact that an organization’s IT purchases were not adequately ‘aligned’ with its business needs and strategies:<sup>45</sup> often the IT systems provided business capacities that were not needed, failed to provide business capacities that *were* needed, could not be managed effectively by the organization’s personnel, or otherwise could not be integrated successfully into the organization’s existing business processes. The Strategic Alignment Model (SAM) was developed in the early 1990s by Henderson and Venkatraman to facilitate the alignment and integration of an organization’s IT systems with its business processes and needs.<sup>46</sup>

Scholars later noted the challenges that arise when attempting to integrate IT systems and business strategy directly, given the fact that these are two very different spheres with different conceptual frameworks, vocabularies, objectives, and methodologies; various proposals were developed for formulating intermediary structures or disciplines that could serve as a neutral and effective interface between IT and business strategy.<sup>47</sup>

<sup>43</sup> Buckl et al., “A Situated Approach to Enterprise Architecture Management” (2010).

<sup>44</sup> Magoulas et al. (2012), pp. 92-93.

<sup>45</sup> Magoulas et al. (2012), p. 89; see also Hoogervorst (2004), p. 16.

<sup>46</sup> See Henderson & Venkatraman, “Strategic alignment: Leveraging information technology for transforming organizations” (1993), and Magoulas et al. (2012), p. 89.

<sup>47</sup> Magoulas et al. (2012), p. 89.

## Types of Alignment

Chan and Reich<sup>48</sup> distinguish four kinds of alignment: strategic and intellectual, structural, social, and cultural. In principle, an effective EA framework should be capable of facilitating all four types of alignment. However, in practice EA frameworks focus primarily on creating strategic alignment between business and IT strategies, and the success or failure of an enterprise architecture's implementation is evaluated primarily on the basis of whether the architecture generates quantifiable 'extrinsic' gains in performance, not whether it yields 'intrinsic' cultural and social gains such as an enhanced understanding and acceptance of an organization's strategies by its workforce.<sup>49</sup>

Magoulas et al., meanwhile, identify five key kinds of alignment that can be generated by enterprise architecture: socio-cultural alignment (which creates harmonious relationships between information systems and the values, goals, and objectives of an organization's personnel), functional alignment (which creates harmonious relationships between information systems and an organization's activities and processes), structural alignment (which integrates information systems with the sites of power that serve as sources of authority and responsibility within an organization), infological alignment (which creates harmonious relationships between information systems and an organization's individual stakeholders), and contextual alignment (which creates harmonious relationships between an organization's information systems, the organization as a whole, and the external environment).<sup>50</sup>

## EA's Ability to Create Different Types of Alignment

The analysis conducted by Magoulas et al.<sup>51</sup> has found that while a range of popular EA frameworks typically possess robust tools and guidance for creating functional, structural, and contextual alignment, they generally lack adequate (or even any) mechanisms or resources for creating infological or socio-cultural alignment; Magoulas et al. attribute this deficiency in part to the fact that some popular EA frameworks "presuppose that information resources should be treated as independent of organization and culture."<sup>52</sup> Such presuppositions underestimate the extent to which social and cultural factors impact every aspect of an organization's functioning, including elements as apparently 'impersonal' as IT systems.

<sup>48</sup> See Chan & Reich, "IT alignment: what have we learned?" (2007), and its discussion in Magoulas et al. (2012), p. 98.

<sup>49</sup> Magoulas et al. (2012), pp. 88-90.

<sup>50</sup> Magoulas et al. (2012), pp. 93-95.

<sup>51</sup> Magoulas et al. (2012), pp. 93-95, 98.

<sup>52</sup> Magoulas et al. (2012), p. 95.

## How Enterprise Architects Engineer Alignment

Enterprise architecture utilizes explicit design principles to generate alignment and integration between domains such as those of *business, organization, information, and technology*.<sup>53</sup> Insofar as it seeks to intentionally design the form and functioning of such domains rather than to simply manage the behavior of existing structures, enterprise architecture requires a ‘white-box’ constructional perspective that understands all of the internal components and dynamics of such domains rather than a more limited ‘black-box’ functional perspective that is capable of manipulating the elements of these domains but not creating them.<sup>54</sup> Enterprise architects utilize their analytical and design skills in order to:

- Gather the vast quantities of data needed to map out the characteristics of an organization’s current enterprise architecture.
- Identify missing elements, sources of conflict, and duplication of efforts within the current EA.
- Design a new EA that reflects an optimized ‘target state’ toward which the organization can move by means of change management processes.

In more mature organizations that have a track record of consciously employing the techniques of enterprise architecture, an enterprise architect’s job may involve maintaining an EA that was designed at an earlier point in time, evaluating the ongoing effectiveness of that EA, and developing and implementing changes to the EA in response to internal or external change.

## V. Popular Enterprise Architecture Frameworks

In their extensive review of EA frameworks, Magoulas et al. highlight the Zachman Framework, The Open Group Architecture Framework (TOGAF), the Extended Enterprise Architecture Framework (EzAF), and the Generalised Enterprise Reference Architecture and Methodology (GERAM) as leading examples of EA frameworks.<sup>55</sup> Meanwhile, Rohloff’s comprehensive analysis of EA frameworks includes TOGAF, GERAM, and the Zachman Framework, as well as the Federal Enterprise Architecture Framework (FEAF), the Gartner and META Group Enterprise Architecture Frameworks, and the Siemens Framework that Rohloff formulates in his text.<sup>56</sup> Other EA frameworks

<sup>53</sup> Hoogervorst (2004), p. 18.

<sup>54</sup> Hoogervorst (2004), pp. 16-18.

<sup>55</sup> Magoulas et al. (2012), p. 88.

<sup>56</sup> Rohloff (2008), p. 3.

include those described in ISO 15704, ISO 19439, and ISO/IEC 15288.<sup>57</sup> Because different enterprise architecture frameworks all address the same underlying organizational dynamics (such as personnel structures and IT systems), it is generally possible to map one EA framework to another, regardless of how different their terminology or conceptual foundations might appear.<sup>58</sup>

## VI. Key Elements of Enterprise Architecture: Presenting a Generic EA Framework

By analyzing the basic structures and dynamics that underlie a range of popular EA frameworks, it is possible for us to synthesize a high-level EA framework that provides a schematic overview of the types of elements commonly found in particular EA frameworks.<sup>59</sup> Such a generic EA framework is presented in the following sections; its key elements are constituent architectures (or domains), building blocks, views, and landscapes.<sup>60</sup> We can consider each of these in turn.

### The Four Constituent Architectures or 'Domains'

The largest and most general features distinguished in an EA framework may be referred to as its constituent architectures or 'domains.' Our generic EA framework includes the four architecture domains of *business*, *organization*, *informatics*, and *infrastructure*.<sup>61</sup> The business architecture domain encompasses those elements that define the enterprise as a business that must

<sup>57</sup> See ISO 15704:2000, *Industrial automation systems – Requirements for enterprise-reference architectures and methodologies* (2000); ISO 19439:2006, *Enterprise integration – Framework for enterprise modelling* (2006); ISO/IEC 15288:2002, *Systems engineering – System life cycle processes* (2002); and Martin & Robertson, "A Comparison of Frameworks for Enterprise Architecture Modeling" (2003).

<sup>58</sup> For examples of such mappings, see Noran, "A Mapping of Individual Architecture Frameworks (GRAI, PERA, C4ISR, CIMOSA, ZACHMAN, ARIS) onto GERAM" (2003), and Williams & Li, "PERA and GERAM – Enterprise Reference Architectures in Enterprise Integration" (1999).

<sup>59</sup> Our generic framework draws on elements of EA frameworks such as TOGAF, FEAF, and, especially, the Siemens EA Framework described by Rohloff. See *TOGAF® Version 9.1* (2011); *Federal Enterprise Architecture Framework* (2013); and Rohloff (2008).

<sup>60</sup> These elements are commonly found across the broad range of EA frameworks; however, the vocabulary used to describe them in different frameworks varies in ways that can potentially create confusion. For example, Caetano et al. (2009) use the word 'view' to refer to what Rohloff (2008) and Hoogervorst (2004) call a 'domain'; Rohloff in turn uses the word 'view' to refer to what Caetano et al. might call a 'concept.' Nevertheless, as previously noted, it is generally easy to correlate such divergent sets of terminology, insofar as they address the same underlying enterprise structures and dynamics.

<sup>61</sup> TOGAF includes the four architectures of *business*, *data*, *applications*, and *technology*; see Part II (8) through Part II (12) of *TOGAF® Version 9.1* (2011). This can be compared, e.g., with the EA framework described by Hoogervorst (2004, p. 5), which includes the four domains of *business*,



secure resources from the environment, transform them into goods or services, and release those finished products into the environment to be acquired by consumers. The organization architecture domain encompasses those elements that define the structure and dynamics of the collection of intelligent social agents (who have historically been human beings but increasingly might instead include artificial agents) who undertake the enterprise under consideration. The informatics architecture domain encompasses all of an organization's information, the conceptual frameworks by which it organizes and classifies information, and the applications and processes (such as conventional software programs or artificial neural networks<sup>62</sup>) by which it manipulates information and makes it available to end users. The infrastructure architecture domain encompasses all of the physical IT systems and components that enable the execution of computing processes of all sorts; it also includes low-level electronic communication functions such as those described in the Open Systems Interconnection (OSI) model.<sup>63</sup>

### The Building Blocks that Constitute Domains

In our framework, each of the four domains is in turn composed of three separate 'building blocks,' as depicted in Figure 1.<sup>64</sup> The business architecture

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*information, organization, and technology*; with the EA framework formulated by Caetano et al. (2009, p. 254), which includes the four domains or 'concerns' of *organization, business, information, and system*; and with the Siemens EA Framework described by Rohloff (2008), which includes the three constituent architectures or 'domains' of *business, application, and infrastructure* that are tied together by an organization's *strategy*.

<sup>62</sup> A 'virtualized' neural network that is run as a software program on a conventional computer with a CPU-based Von Neumann architecture would be an application falling within the informatics architecture domain; a physical artificial neural network (such as one comprising an array of memristors) would constitute both a neural computing process falling within the informatics architecture domain as well as a physical IT system that falls within the infrastructure architecture domain. For a review of the standard Von Neumann architecture, see, e.g., Dumas, *Computer Architecture: Fundamentals and Principles of Computer Design* (2006). Regarding artificially intelligent systems that utilize physical ANNs, see, e.g., Snider, "Cortical Computing with Memristive Nanodevices" (2008); Versace & Chandler, "The Brain of a New Machine" (2010); *Advances in Neuromorphic Memristor Science and Applications*, edited by Kozma et al. (2012); and Lohn et al., "Memristors as Synapses in Artificial Neural Networks: Biomimicry Beyond Weight Change" (2014).

<sup>63</sup> See ISO/IEC 7498-1:1994, *Information technology – Open Systems Interconnection – Basic Reference Model: The Basic Model* (1994).

<sup>64</sup> For use of the term 'building blocks' to describe the elements of an enterprise architecture, see Parts I (2) and IV (37) of *TOGAF® Version 9.1* (2011), where building blocks may include such discrete elements as a single employee, business process, or software application. In the Siemens EA Framework described by Rohloff (2008), a 'building block' is a larger and more abstract element that is a constituent part of an architecture domain; each of the three domains is composed of four building blocks. The nature of the building blocks found in our generic EA framework is closer to Rohloff's usage, and there is some overlap between the building blocks defined in the

domain is constructed from the building blocks of: (1) an organization's *mission*, which represents the purpose for which the organization exists and provides the ultimate criterion by which it chooses which business avenues to pursue; (2) the *business model* that reflects the complex dynamics by which resources are transformed and products marketed in order to generate value for the organization; and (3) the *business processes* that are carried out in order to realize the dynamics represented by the business model.

The organization architecture domain is constructed from the building blocks of: (1) an *organization design* that defines intended roles, activities, and reporting relationships for all of an organization's human agents (or, potentially, artificial agents such as social robots or artificial general intelligences); (2) the *management practice* comprising the approaches by which managers actually direct activities on a daily basis<sup>65</sup> (and which may differ from the idealized management practices implicit in the organization design); and (3) the *organizational culture* that shapes and reflects workers' ethical standards, degree of motivation and commitment, and expectations for one another and which is only partly subject to the organization's centralized control.

The informatics architecture domain is constructed from the building blocks of: (1) the *information model* that provides a schema for identifying, capturing, and classifying all information relevant to the organization, such as that relating to business processes, products, physical resources, employees, suppliers, customers, and competitors; (2) *business applications* in the form of software that allows workers or artificial agents to perform business processes; and (3) *support applications* (such as generic web browsers or building automation system software that regulates a facility's heating and lighting) that are not designed or optimized to directly execute business processes but which facilitate other necessary activities.

Finally, the infrastructure architecture domain is constructed from the building blocks of: (1) *internal and external networks* that enable communication among all of the organization's stakeholders and systems and the gathering of intelligence from the external environment; (2) *servers and data storage systems* that enable the secure and efficient storage and retrieval of data; and (3) *productivity systems* including desktop and mobile systems that provide basic computing resources to workers as well as industrial systems that perform a specialized function.

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two frameworks.

<sup>65</sup> Building on the classic management framework of Henri Fayol, Daft identifies the four essential functions that must be performed by a manager as *planning, organizing, leading, and controlling* the activities of those workers and systems that fall within the manager's purview. See Daft, *Management* (2011), p. 8.

#### Business architecture domain

- **Mission** that represents the purpose for which an organization exists and the ultimate criterion by which it selects which businesses to pursue
- **Business model** that reflects the dynamics by which resources are acquired, transformed, and exchanged to generate value
- **Business processes** that are performed to produce goods and services and exchange them within the external ecosystem

#### Organization architecture domain

- **Organization design** that defines intended roles, activities, and reporting relationships for the organization's human (or artificial) agents
- **Management practice** reflecting the approaches by which managers actually plan, lead, organize, and control organizational activities
- **Organizational culture** reflecting and shaping workers' ethics, motivation, commitment, and expectations for one another

#### Informatics architecture domain

- **Information model** that provides a schema for identifying, capturing, and classifying all information relevant to the enterprise
- **Business applications** that allow workers or artificial agents to perform business processes
- **Support applications** that do not directly execute business processes but facilitate other necessary activities

#### Infrastructure architecture domain

- **Internal and external networks** that enable communication among stakeholders and systems and the gathering of intelligence
- **Servers and data storage systems** that enable the storage and retrieval of data
- **Productivity systems** including desktop and mobile systems that provide computing resources and specialized industrial systems

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*Fig. 1: A high-level schema for a generic enterprise architecture framework. Illustrated here are the four architecture 'domains' of business, organization, informatics, and infrastructure, along with the three 'building blocks' that constitute each domain and strategy as a unifying force that shapes all four domains. Different EA frameworks merge, subdivide, rename, and relate these basic elements in various ways.*

### Elements that Link or Transcend Domains

Researchers also identify various elements of EA frameworks that are said to link or transcend individual architecture domains. For example, Rohloff notes that the manifold interrelationships between the domains are themselves constituent elements of an enterprise architecture; he also contends that strategy and information security are elements that cannot be contained within a single domain but which instead link, infuse, and support all of the domains.<sup>66</sup> The Federal Enterprise Architecture Framework similarly depicts security as a concern that impacts and interconnects the five other domains (or ‘reference models’) of *performance*, *business*, *data*, *application*, and *infrastructure*.<sup>67</sup> Hoogervorst, on the other hand, is willing to localize information security more narrowly within the EA framework that he formulates, positioning InfoSec as a component of the element of ‘quality’ within the information architecture domain.<sup>68</sup>

### Three Basic ‘Views’ for Describing Domains

It is possible to analyze an architecture domain from different perspectives, each of which reveals unique insights. For example, consider an employee of an organization’s accounting department who is responsible for tracking the organization’s acquisition and disposal of desktop computers so that he or she can perform annual asset depreciation calculations. That employee would conceptualize the organization’s infrastructure architecture domain primarily in terms of information such as the quantity, purchase price, and serial numbers of desktop computers and their current location within the organization; he or she would have no particular interest in knowing the computers’ performance characteristics or learning which business processes they facilitate. On the other hand, an employee of the organization’s training and development department would analyze the same infrastructure architecture domain in terms of how workers might best be trained to successfully execute business processes using the types of computers possessed by the organization; he or she would not have a need to track the current state of repair or financial value of every particular computer. Both employees’ perspectives on the infrastructure architecture domain are important and should be represented within an enterprise architecture plan; however, they are best captured using different lenses or ‘views.’

The use of formalized ‘views’ as a means of analyzing architecture from different perspectives has been facilitated by the development of a number of models and standards. For example, the IEEE 1471 standard describes an

<sup>66</sup> Rohloff (2008).

<sup>67</sup> *Federal Enterprise Architecture Framework* (2013), pp. 20-21.

<sup>68</sup> Hoogervorst (2004), p. 15.

abstract level the characteristics that architectural views should possess.<sup>69</sup> A particular array of views is defined by Kruchten's '4+1' model, which includes the *logical view* (employing the perspective of end-user functionality), *process view* (focusing on communication, integration, and other system behaviors and dynamics), *development view* (prepared from the perspective of the design, implementation, and management of software), and *physical view* (focusing on the deployment and interconnection of hardware components).<sup>70</sup> Similarly, the Siemens EA Framework described by Rohloff explicitly formulates three perspectives: the *component*, *communication*, and *distribution* views.<sup>71</sup> Meanwhile, The Open Group's ArchiMate modelling language for enterprise architecture defines eighteen standard 'viewpoints' or perspectives that can serve as the basis of views.<sup>72</sup>

For purposes of developing our generic EA framework, the streamlined approach taken by Kruchten and Siemens offers an appropriate guide. Our framework incorporates three primary perspectives on architecture domains: the *component*, *interaction*, and *membership* views.<sup>73</sup> The component view highlights all of the entities that together constitute the enterprise, including employees, physical facilities, computing devices, vehicles, products, and financial, material, and informational resources, as well as the capacities and internal processes that these entities possess. The interaction view highlights the network topology of the ways in which these entities are connected to

<sup>69</sup> See ANSI/IEEE 1471-2000, *IEEE Recommended Practice for Architectural Description for Software-Intensive Systems* (2000), later superseded by ISO/IEC/IEEE 42010:2010, *Systems and software engineering – Architecture description* (2011).

<sup>70</sup> See Kruchten, "The 4+1 view model of architecture" (1995).

<sup>71</sup> See Rohloff (2008), pp. 5-6.

<sup>72</sup> The eighteen standard 'viewpoints' defined by ArchiMate 2.1 are the *Introductory*, *Organization*, *Actor Co-operation*, *Business Function*, *Business Process*, *Business Process Co-operation*, *Product*, *Application Behavior*, *Application Co-operation*, *Application Structure*, *Application Usage*, *Infrastructure*, *Infrastructure Usage*, *Implementation and Deployment*, *Information Structure*, *Service Realization*, *Layered*, and *Landscape Map* viewpoints. See Section 8.4 of *ArchiMate® 2.1 Specification* (2013).

<sup>73</sup> Our component view is roughly analogous to Rohloff's component view and similar to Kruchten's physical view; our interaction view is similar to Rohloff's communication view and Kruchten's process view; and our membership view is comparable to Rohloff's distribution view and incorporates aspects of Kruchten's development and physical views. However, in contrast with Rohloff's model, we consider the 'relationships' among entities primarily as a part of their dynamic interaction rather than as static aspects of the components themselves (i.e., they are highlighted in the interaction rather than component view); we also suggest that VR technologies may be able to fashion stable and resilient virtual worlds that can be occupied by workers and other organizational elements rather than simply facilitating communication among organizational elements (i.e., worlds that can be fruitfully analyzed using the membership view rather than solely via the communication or interaction views). In contrast with Kruchten's model, we do not include a logical view dedicated to end-user functionality, insofar as our EA framework encompasses more diverse organizational elements than simply the software systems that Kruchten's model addresses.

one another and the processes (such as those of communication and control) by which they interact. The membership view highlights the boundaries and occupants of those spatiotemporal regions (such as physical buildings, countries, time zones, or virtual environments) within which organizational elements are located or operate and of those functional or conceptual groupings (such as corporate departments or project teams) to which elements belong or to whose authority they are subject. Figure 2 presents a simplified schematic that demonstrates the ways in which different aspects of a hypothetical enterprise become apparent depending on whether one analyzes it using the component, interaction, or membership views.

### Virtual Teams, Virtual Reality, and EA Views

Both the interaction and membership views highlight connections between workers, but in different ways. For example, two employees might work in the same building but have no interaction with one another, while two other employees may work at facilities in different countries but interact on a daily basis via email, telephone, and instant messaging as part of a virtual project team.<sup>74</sup> The emergence of new immersive virtual reality technologies adds a new dimension to membership views, as VR systems can be employed to create persistent multiuser environments in which human agents who are geographically dispersed in the ‘real’ world may inhabit a shared virtual world in which they interact with one another<sup>75</sup> – and perhaps also with virtual agents whose behavior may be governed by computers housed in yet other

<sup>74</sup> For more about such virtual teams, see Zofi, *A Manager’s Guide to Virtual Teams* (2012), and Settle-Murphy, *Leading Effective Virtual Teams: Overcoming Time and Distance to Achieve Exceptional Results* (2012).

<sup>75</sup> In this context, what is commonly referred to as the ‘real’ world might more precisely be called the ‘primary physical world,’ to contrast it with ‘secondary physical worlds’ (or ‘virtual’ worlds). The contents of the primary physical world possess an objective existence and an underlying physical form that is isomorphic with the form in which the world is experienced by its human inhabitants. Secondary physical worlds are virtual worlds whose contents are determined by the computational processes of a computerized VR system; the contents of such virtual worlds are arbitrary, insofar as they are not constrained by the organization of the primary physical world (i.e., the shape of a virtual desk or virtual tree is determined by a digital file whose string of binary data does not in itself possess the ‘shape’ of a desk or a tree) and can be dramatically altered at will by a virtual world’s human designer or world-management algorithms. However, even secondary physical worlds are still ‘real’ and ‘physical’ insofar as the organization of their contents is maintained within real physical objects (e.g., the hard drives or ROM chips of a VR computer system) and is experienced by their human inhabitants through the mediation of real physical stimuli (such as electrons or chemical neurotransmitters used to stimulate neurons in a host’s sensory system or brain).

For the ramifications of long-term immersion in VR environments, see, e.g., Koltko-Rivera, “The potential societal impact of virtual reality” (2005), and Bainbridge (2011). Regarding psychological, social, and political questions arising from the repetitive long-term inhabitation of virtual worlds by means of a digital avatar, see, e.g., Castronova, “Theory of the Avatar” (2003).

geographical regions or whose control processes are not geographically localizable.<sup>76</sup> An organization's elements might thus be grouped according to the virtual facilities, regions, or worlds within which they operate. A membership view designed to reflect the elements of an organization's virtual environments may require a complex multilayered representation: while a single employee typically inhabits just a single geographical region, he or she might simultaneously enjoy access to numerous virtual environments.

### Landscapes: From Current to Target States

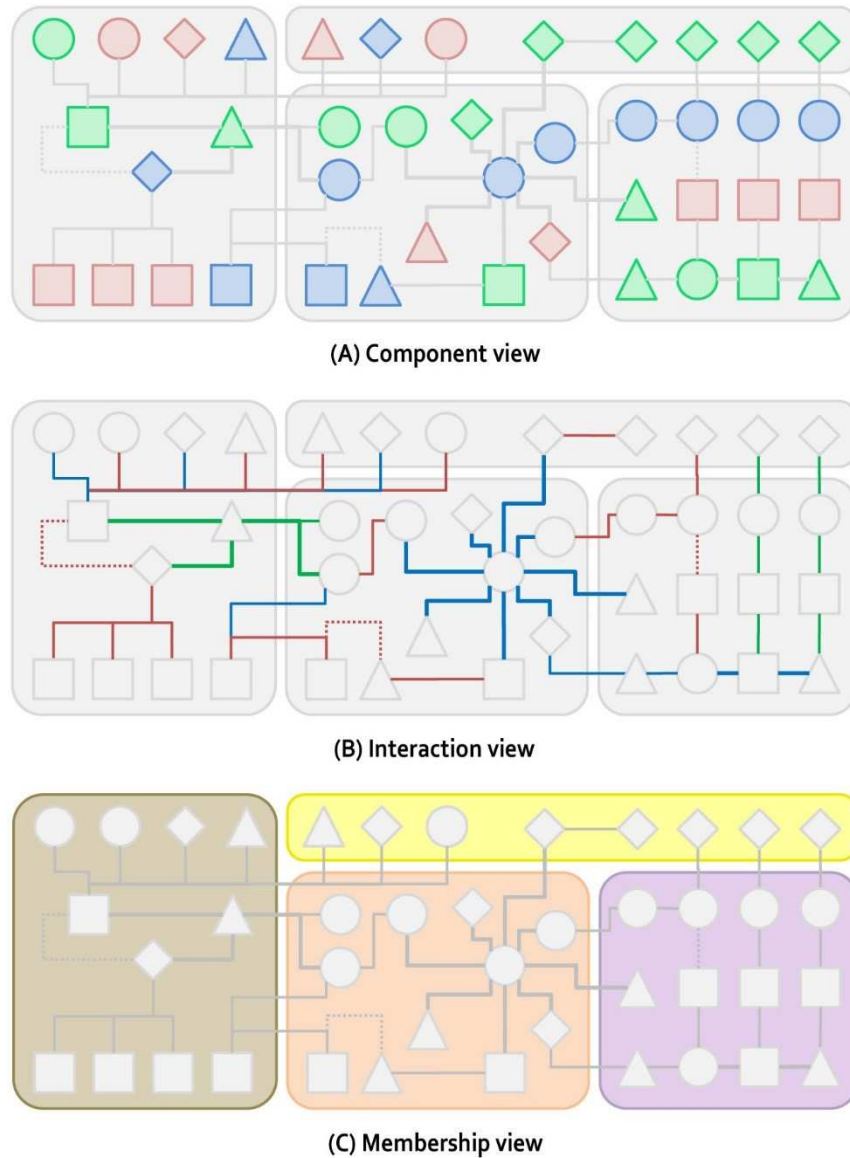
Many enterprise architecture approaches use a term such as 'blueprint' or 'landscape' to describe a document (or 'artifact') that depicts the relationships and dependencies that a single domain building block possesses with all of an enterprise's architecture domains, as analyzed according to multiple views.<sup>77</sup> Some researchers restrict use the term 'blueprint' to refer exclusively to a target architecture that is to be implemented in the future, employing a different term to refer to a document that describes a (potentially suboptimal) architecture that currently exists.<sup>78</sup>

Our generic EA framework facilitates the creation of similar types of landscapes. The landscape for a particular organizational element (such as an individual staff position, business process, smart building, or piece of enterprise software) can be developed by starting with a blank template of the sort shown in Figure 3 and filling in the various fields to reflect the ways in which the element being considered relates to the other elements of all four architecture domains when analyzed through the component, interaction, and membership views.

<sup>76</sup> Regarding the participation of artificial agent in virtual teams, see, e.g., Gladden, "Leveraging the Cross-Cultural Capacities of Artificial Agents as Leaders of Human Virtual Teams" (2014). For the possibility of networked artificial agents whose structure and behaviors cannot be traced or assigned to a particular physical location, see Gladden, "The Diffuse Intelligent Other: An Ontology of Nonlocalizable Robots as Moral and Legal Actors" (2016).

<sup>77</sup> For example, in the Siemens EA Framework presented by Rohloff, three commonly used blueprints or landscapes are the *application landscape* (which highlights the ways in which a particular business process is supported by various applications), *data repository landscape* (which illustrates the ways in which databases are deployed to create 'information clusters' within the organization's information architecture), and *service landscape* (which depicts the ways in which infrastructure services are deployed to support the organization's applications). See Rohloff (2008). TOGAF, on the other hand, uses the term 'Architecture Landscape' to refer to an organized collection of the diverse assortment of architectures at use within an organization at any given moment; see Part III (20) of *TOGAF 9.1* (2011).

<sup>78</sup> See, e.g., Bischoff et al., "Use It or Lose It? The Role of Pressure for Use and Utility of Enterprise Architecture Artifacts" (2014), which uses the term 'blueprint' to describe a target architecture and 'literature' to refer to artifacts that documenting an existing architecture.



*Fig. 2: A generic depiction of the role of different 'views' in an EA framework. Illustrated here are the structure and dynamics of a single enterprise as analyzed according to three views. The (A) component view highlights the entities and objects that constitute the organization; the (B) interaction view highlights the network topologies and processes of interaction between those entities; and the (C) membership view highlights the way in which the components operate and interactions occur within regions determined by spatiotemporal, functional, or conceptual boundaries.*





Fig. 3: A generic template for creating an enterprise architecture 'landscape' or 'blueprint.' A particular organizational element (such as a specific business process or IT system) is chosen as the focus, and its relationship to the building blocks and domains is analyzed via the component, interaction, and membership views. Depending on the element chosen, some (less relevant) fields may be omitted or considered only generally, while (more relevant) others will be expanded into detailed sub-diagrams.

A common EA practice is to first prepare a landscape showing how, for example, a particular piece of scheduling software is currently being used within the organization; in the process of preparing the landscape, an enterprise architect might discover that one corporate division is utilizing the software to great advantage while other divisions that could potentially benefit from use of the software are underutilizing it or are not even aware of its existence. Alternatively, the enterprise architect might realize that the software is inadequate and should likely be replaced, by observing the fact that superior alternative software is already being used to greater effect within other parts of the organization. The work of preparing the landscape might also highlight business processes that are currently performed manually throughout the organization but which the scheduling software could easily automate for increased efficiency, or it might reveal ways in which the scheduling software is being used in an *ad hoc* and unsecure manner to handle business processes for which it was never intended.<sup>79</sup> Once a landscape has been prepared that documents the ways in which such an organizational element is currently being used, a new target landscape (or ‘blueprint’) can be designed that depicts an improved state of affairs in which the element is used more efficiently, securely, and productively to advance the organization’s strategy and mission. A change management process can then be designed and implemented to move the element from its current state to its target state.

The landscape template shown in Figure 3 contains 36 fields to be taken into consideration; however, it is not necessary (or, typically, appropriate) to dedicate equal attention to all of the fields. EA frameworks should be freely adapted to suit the circumstances at hand; they are meant to provide a useful tool, not to create a burden.<sup>80</sup> Thus, depending on the organizational element that is the chosen focus of the landscape, an enterprise architect might reasonably decide to consider some of the fields only very generally or to omit them altogether – while other fields may be so significant that it is necessary to address them in detail, perhaps even expanding them to create new sub-diagrams or additional documents. While detailed landscapes may be necessary for frontline personnel who implement or manage technological systems, blueprints displaying a greater degree of abstraction may be especially useful for explaining a target architecture to organizational stakeholders such

<sup>79</sup> The use of landscapes for, e.g., identifying systemic deficiencies or redundancies in which business processes are supported by either an insufficient number or superfluity of applications is discussed in Rohloff (2008), p. 10.

<sup>80</sup> The importance of adapting an EA framework to the unique needs and circumstances of the organization employing it is discussed in Haki et al., “Beyond EA Frameworks: Towards an Understanding of the Adoption of Enterprise Architecture Management” (2012), and Magoulas et al. (2012), pp. 90-91.

as senior executives who require a high-level overview of the architecture but do not need access to all of its underlying details.<sup>81</sup>

### Standards and Modelling Languages for EA Notation

Enterprise architecture facilitates the implementation of standards across an organization's architectural building blocks, allowing greater interoperability and ease of communication between systems.<sup>82</sup> Modelling languages such as ArchiMate and UML are often employed as visualization and notation systems to aid in the implementation of such standards.<sup>83</sup> However, while UML is well-suited for some architecture-related tasks such as the deployment of new software systems, its conceptual and terminological focus on information technology means that UML is – at least in its raw form – not appropriate for notating enterprise architecture, which involves a much broader range of organizational components and phenomena, not all of which can be understood as providing a 'service' to end users in the way that software does.<sup>84</sup> Even a language like ArchiMate that has been optimized for use in enterprise architecture cannot easily represent 'soft' building blocks such as organizational culture or the leadership aspect of management practice, which are critical for the success of an EA plan.<sup>85</sup>

## VII. Conclusion

As we have explored in this text, the discipline of enterprise architecture is defined by its effort to engineer alignment between an organization's information systems, human resources, business processes, workplace culture, mission and strategy, and external ecosystem in order to enhance the organization's ability to manage complexity, resolve internal conflicts, and adapt proactively to environmental change.

The field of enterprise architecture is a rich (and potentially bewildering) one: while EA's original IT-centric focus has generally evolved to take on a broader business-centric outlook, contrasting 'hard' and 'soft' approaches to EA exist and are reflected in many competing EA frameworks. What all EA frameworks share is a commitment to the creation of alignment as the core

<sup>81</sup> See Van der Torre et al., "Landscape Maps for Enterprise Architectures" (2006).

<sup>82</sup> Rohloff (2008), p. 6.

<sup>83</sup> See Caetano et al. (2009), p. 253, and *ArchiMate® 2.1 Specification* (2013).

<sup>84</sup> Rohloff (2008), p. 6.

<sup>85</sup> The importance of psychological, social, and cultural factors for successful EA implementation is discussed, e.g., in Magoulas et al. (2012); Weiss & Winter, "Development of Measurement Items for the Institutionalization of Enterprise Architecture Management in Organizations" (2012); and Stephan Aier, "The Role of Organizational Culture for Grounding, Management, Guidance and Effectiveness of Enterprise Architecture Principles" (2014).

mechanism for fashioning a deeper integration of an organization's structures, processes, and systems – which provides the organization with greater agility, which in turn strengthens the organization's ability to implement rapid and strategically directed change.

While enterprise architecture cannot by itself provide clear direction and objectives for an organization, it can beneficially complement, coordinate, and bring additional rigor to the work of other management disciplines such as strategic planning, organizational architecture, organization development, management cybernetics, and the development of business models. Moreover, EA's unique historical grounding in the field of information technology will render the discipline even more critical to businesses' success, as organizations increasingly grapple with the potential – and challenge – of harnessing emerging posthumanizing technologies such as those relating to social robotics, nanorobotics, artificial life, genetic engineering, neuroprosthetic augmentation, and virtual reality. Through the development and implementation of thoughtful enterprise architecture initiatives, organizations may better position themselves to encounter, withstand, and – where appropriate – exploit such dynamics of technologization and posthumanization that promise to transform the complex digital-physical ecosystems within which all contemporary organizations dwell.

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