



## SEAM Models



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Solutions for Business / IT Alignment

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## Relation Working Objects / Universe of Discourse



- Working objects represent in the model the (general) systems perceived in the universe of discourse.



*people*



*business system*

- The pictogram represents the kind of systems:

- People
- Markets, segments, value networks, organizations, companies, IT departments
- Applications
- IT infrastructure
- Hardware



*application*



*IT infrastructure*



*Hardware*

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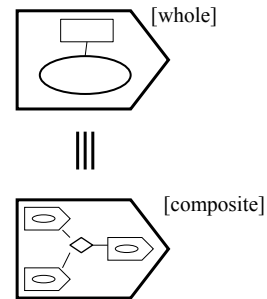
## Working Objects in the Model



- Working objects are described:
  - by their **behavior** (black box, or whole)

**and**

- by their **construction** (white box, or composite)



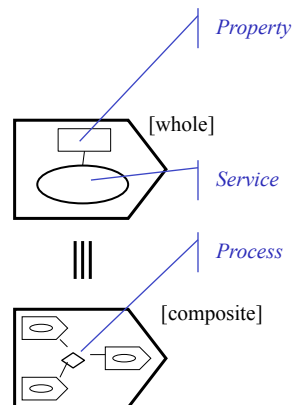
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## Services and Processes



- The behavior of working objects as whole is a **service**.
- The behavior of working objects as composite is a **process**.



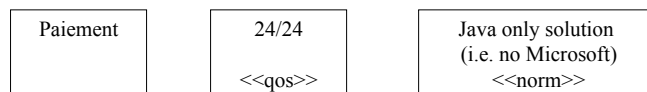
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## Properties, Norms



- Properties can represent:
  - State of a working object - created, read, update, deleted by services.
  - Quality of services (qos) of a service
  - Norms of a working objects, norms represent values, rules, standards within an organization



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## SEAM Modeling Elements Summary



- Working objects  
(segments, companies, IT department, applications, IT infrastructure, servers, ...)
- Services, processes
- Properties: state, qos, norms

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## Heuristics - Modeling



- Focus on **one** business service
- Model **service hierarchies** and not organizations (defined by budget, legal, management issues)
- Keep **one** bubble for processes (avoid as much as possible activity modeling)
- If multiple entities (e.g. customers) – model **two** of them – not more not less
- If possible, use **pictures**

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## Heuristics - Process



- Work fast and by iterations (make model multiple times)
- Keep an “open-issue” list (write issues and move forward)
- Take pictures of deliverables

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<http://lams.epfl.ch>  
<http://lams.epfl.ch/reference/seam>

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