



SEAM Models



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Solutions for Business / IT Alignment

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NOTATION

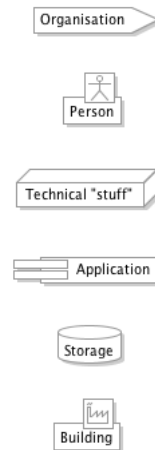
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Relation Working Objects / Universe of Discourse



- Working objects represent in the model the (general) systems perceived by an observer in the universe of discourse (uod).
- The pictogram represents the kind of general systems:
 - Markets, segments, value networks, organizations, companies,
 - person, committee
 - IT or technical infrastructure
 - Application
 - Storage
 - Building



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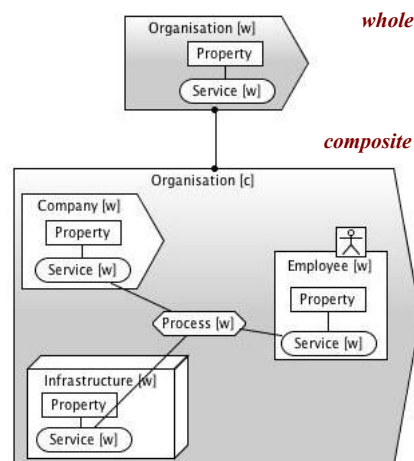
Working Objects in the Model



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

and

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



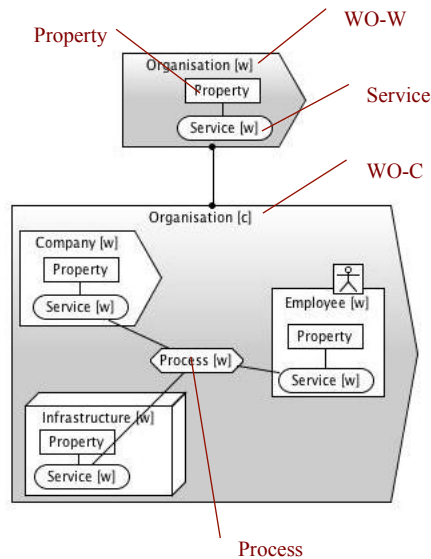
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Services and Processes



- The behavior of working objects as whole (WO-w) is a **service** and its **properties**.
- The behavior of working objects as composite (WO-c) is a **process** that involves services provided by WO-W.



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Service Properties



- 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

Paiement

24/24
 <<qos>>

Java only solution
 (i.e. no Microsoft)
 <<norm>>

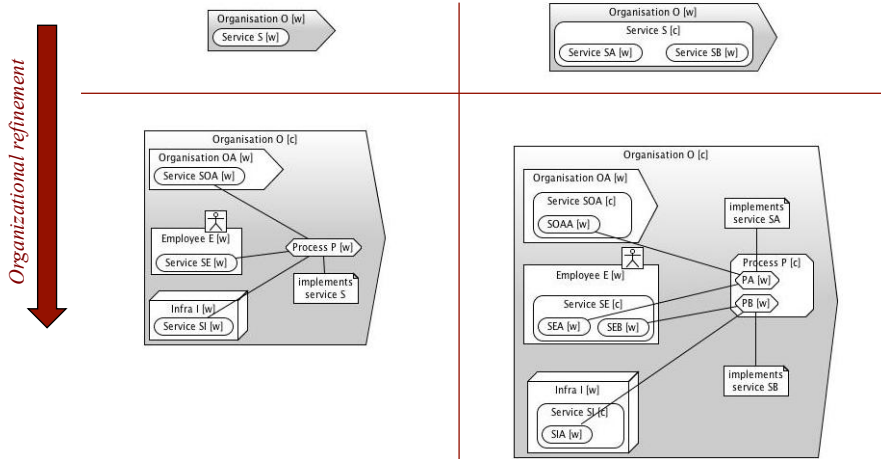
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Hierarchies



Functional refinement



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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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METHOD AND HEURISTICS

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Heuristics - Modeling

- Focus on **one** business service
- Model **service hierarchies** (defined by functionality) and not organizations (defined by budget, legal, management issues)
- As much as possible, model **processes as wholes** (avoid activities)
- 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/reference/seam>

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