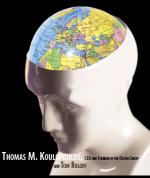


### Thomas Koulopoulos

Executive Director
Perot Systems Innovation lab



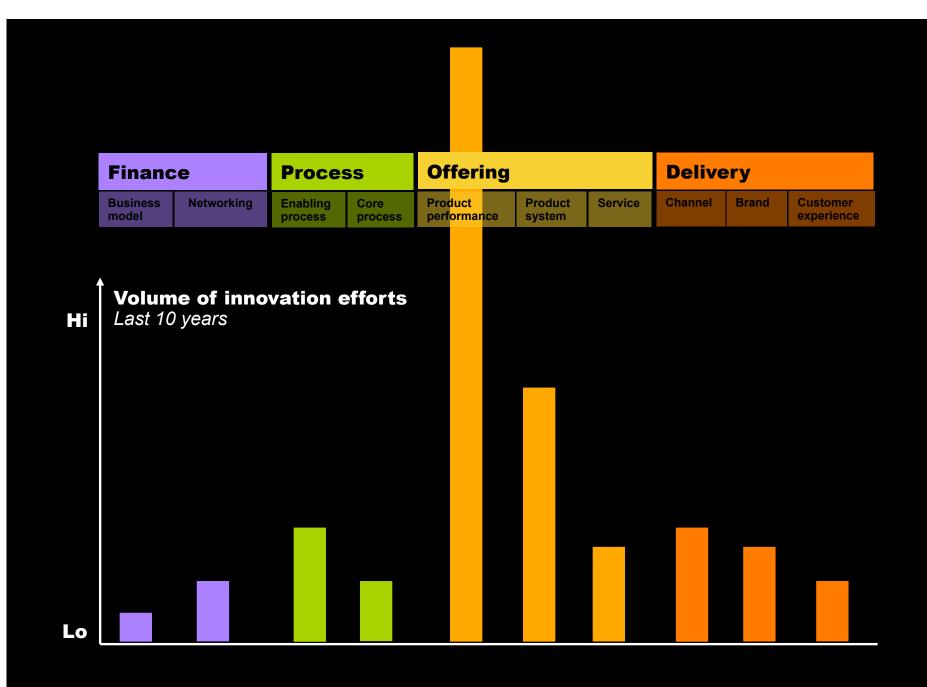
TheInnovationZone.com





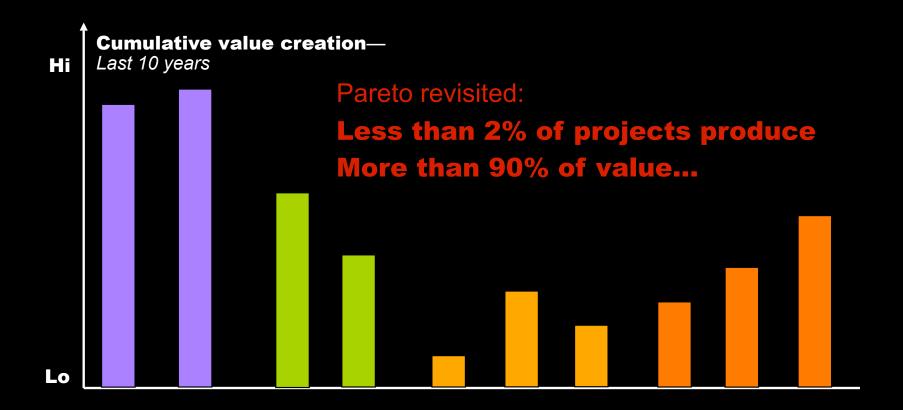
# Enterprise itecture

Enterprise Architecture on the fault line



#### A Shift In Value Creation...

Finance		Process		Offering			Delivery		
Business model	Networking	Enabling process	Core process	Product performance	Product system	Service	Channel	Brand	Customer experience



1. Business model



how the enterprise makes money

2. Networking

enterprise's structure/ value chain



5. Product performance

Intel® Pentium® 4

basic features, performance and functionality

6. Product system



extended system that surrounds an offering

7. Service



how you service your customers

Finance		Process		Offering			Delivery		
Business model	Networking	Enabling process	Core process	Product performance	Product system	Service	Channel	Brand	Customer experience

3. Enabling process

assembled capabilities

4. Core process

proprietary processes that add value



8. Channel

NIKETOWN

how you connect your offerings to your customers

.9. Brar

how you express your offering's

benefit to customers

10. Customer experience

how you create an overall experience for customers





### DRESSED TO FLY

Outfitting the pioneers of high altitude and g's



### A Defining Moment

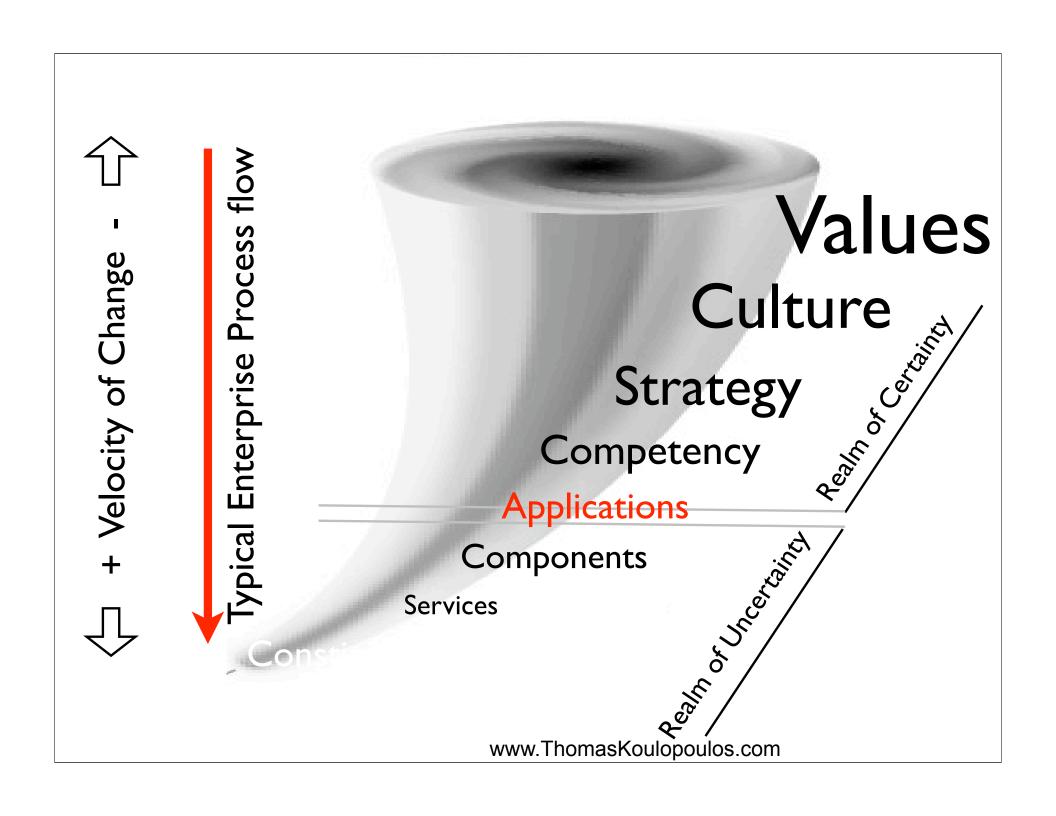
By the time practices or problems become codified as "process," it is too late to take full advantage of a situation.

How do you unlock what people know?

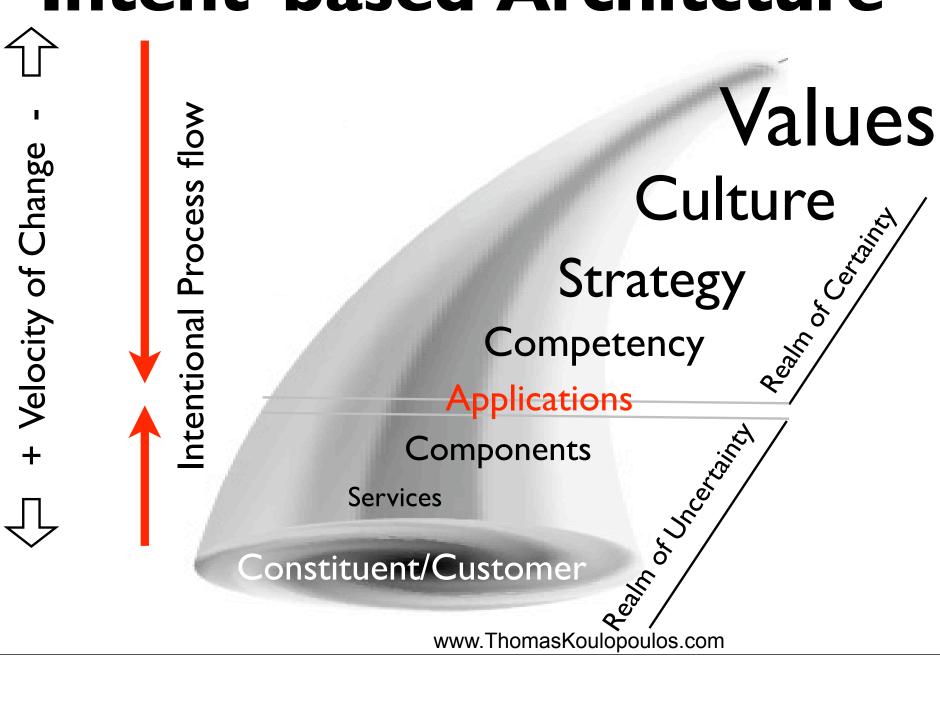
Those who know have no time...

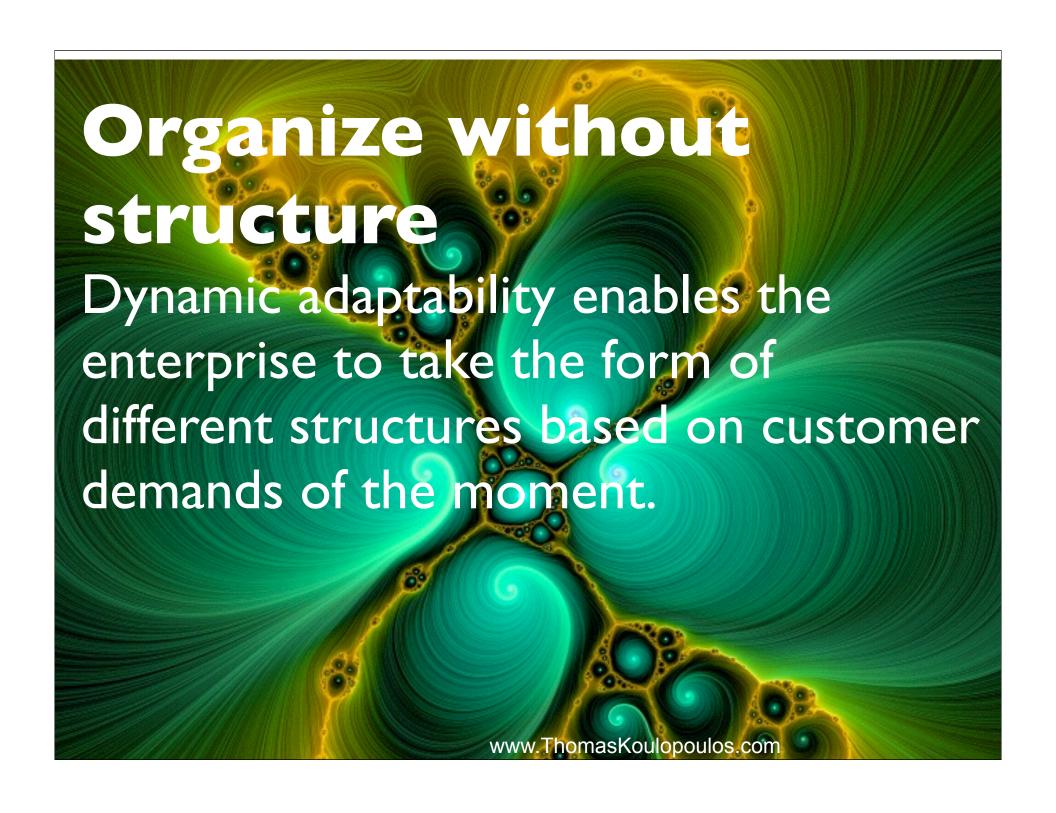
...those who have time don't know!

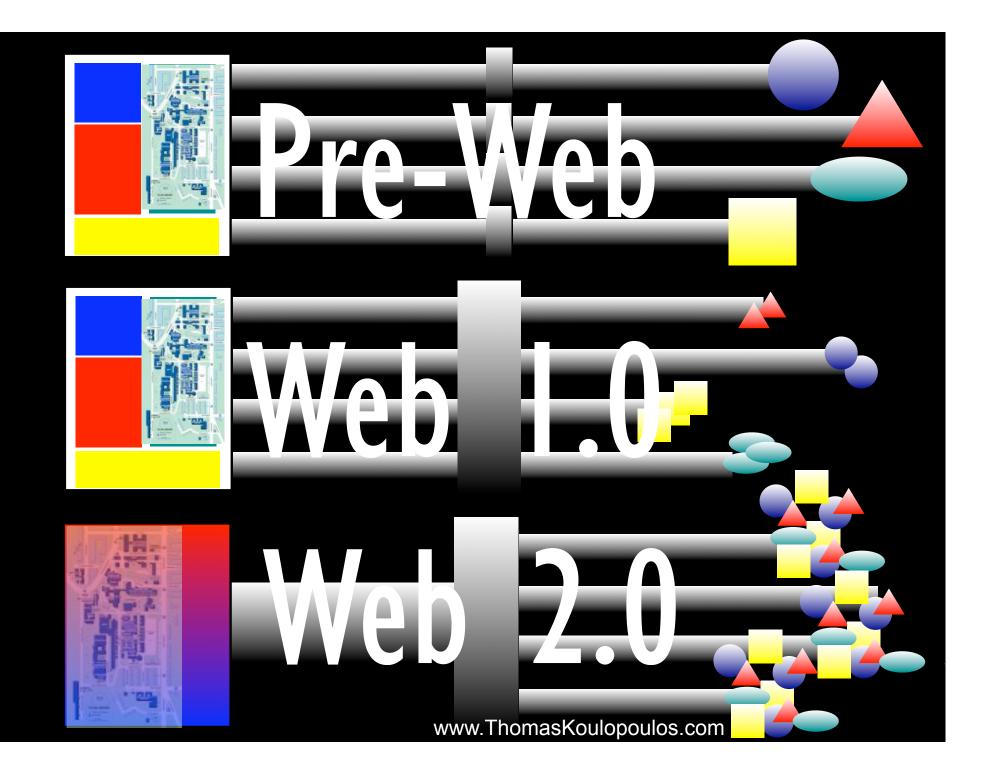


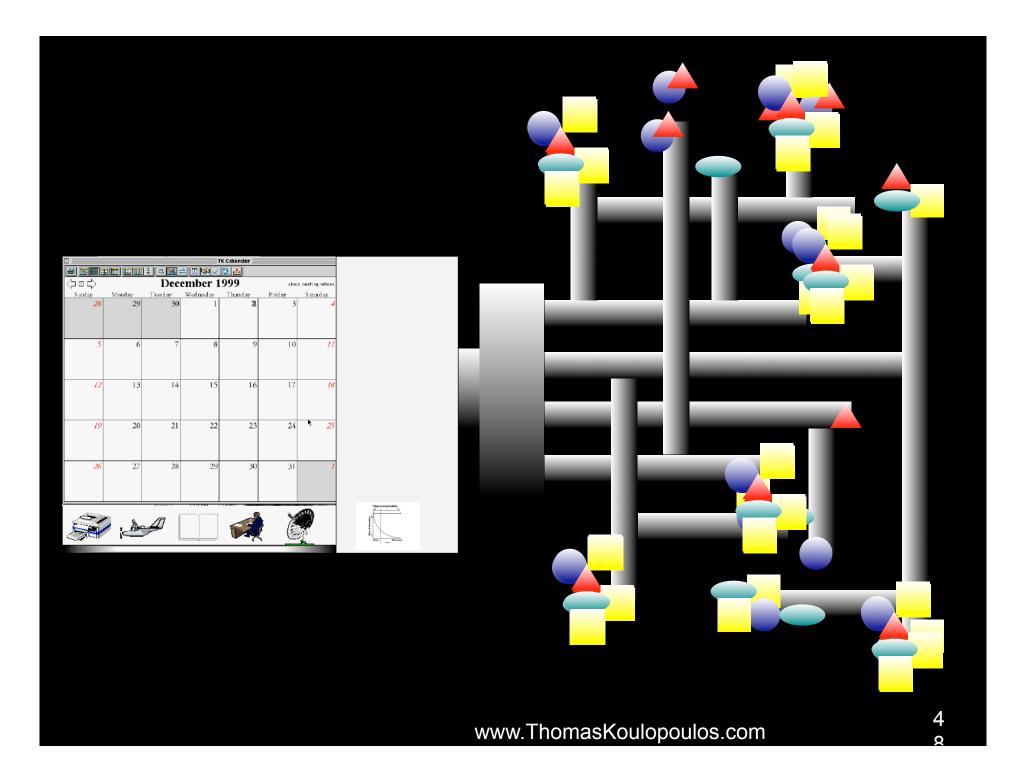


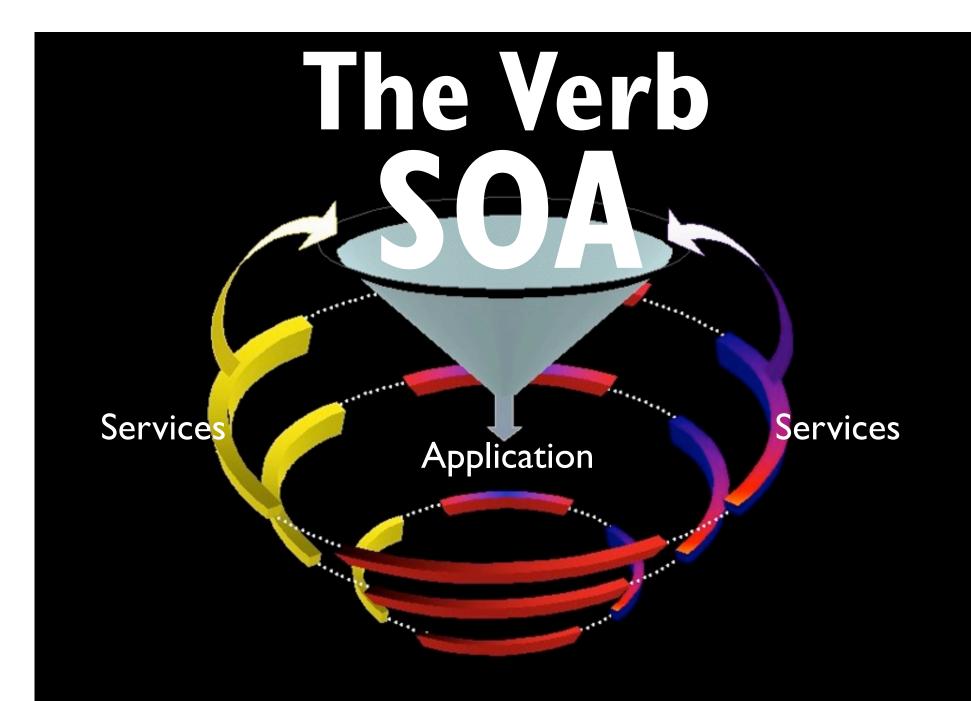
#### Intent-based Architcture





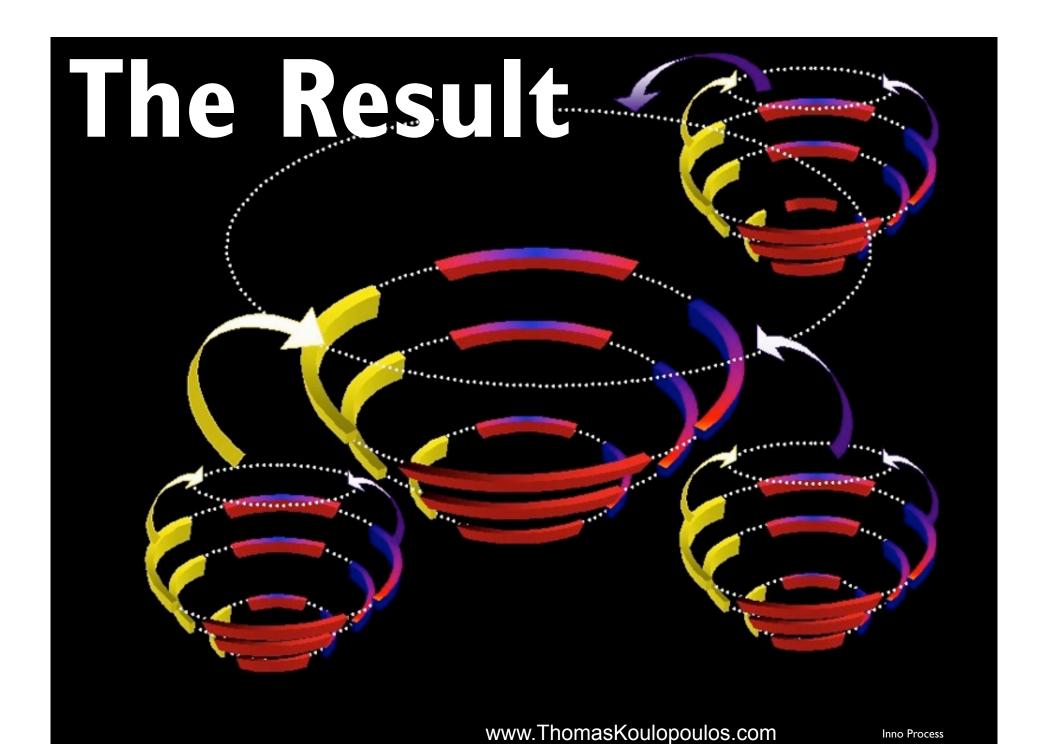






### The Noun





#### Organizational Architecture (vision, intent)

**Process Architecture** 

**Enterprise Architecture** 

Information Architecture

IT Infrastructure Architecture

Component Architecture

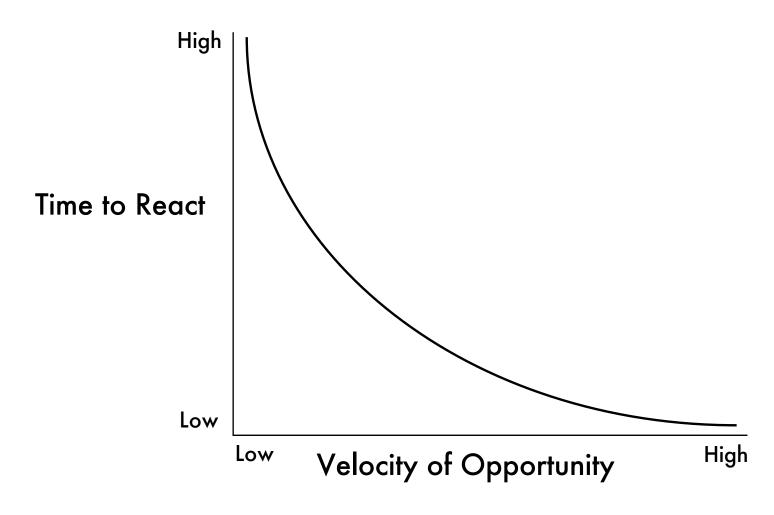
Service Architecture

Intentional Architecture

Single Point of Access (portal)

# Uncertainty Principle

#### **The Uncertainty Principle**



"The greatest perceived value of innovation will result from a context of prolonged uncertainty."

It is a world of change in which we live, and a world of uncertainty.

Frank Knight 1921



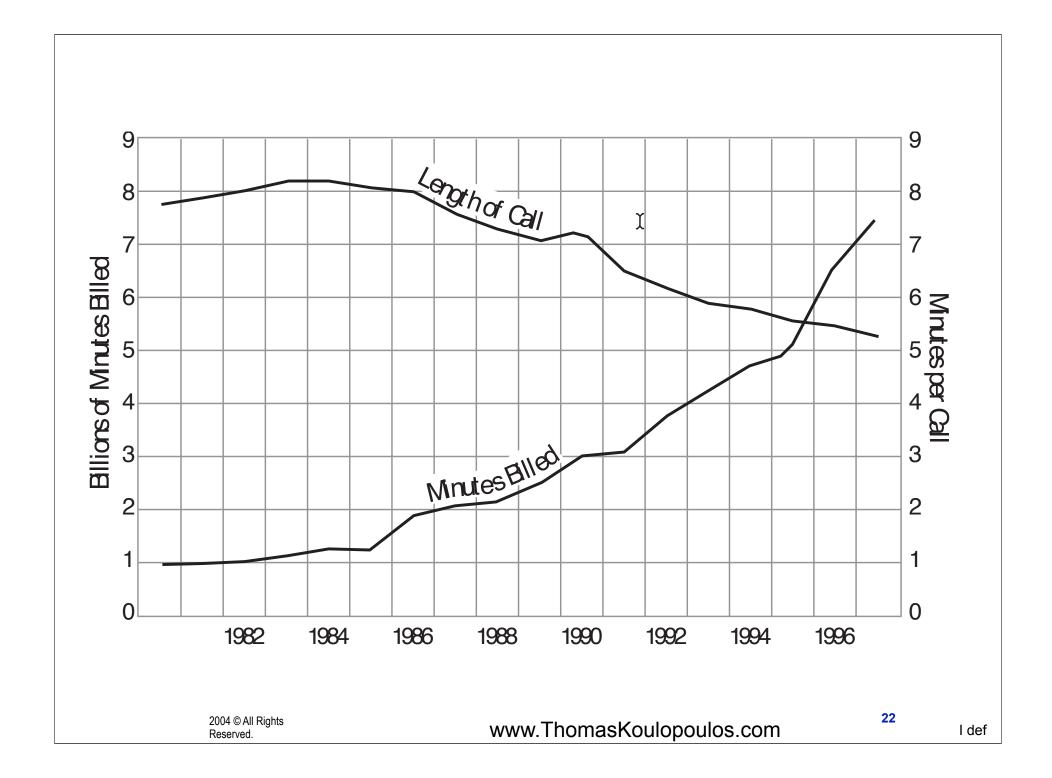
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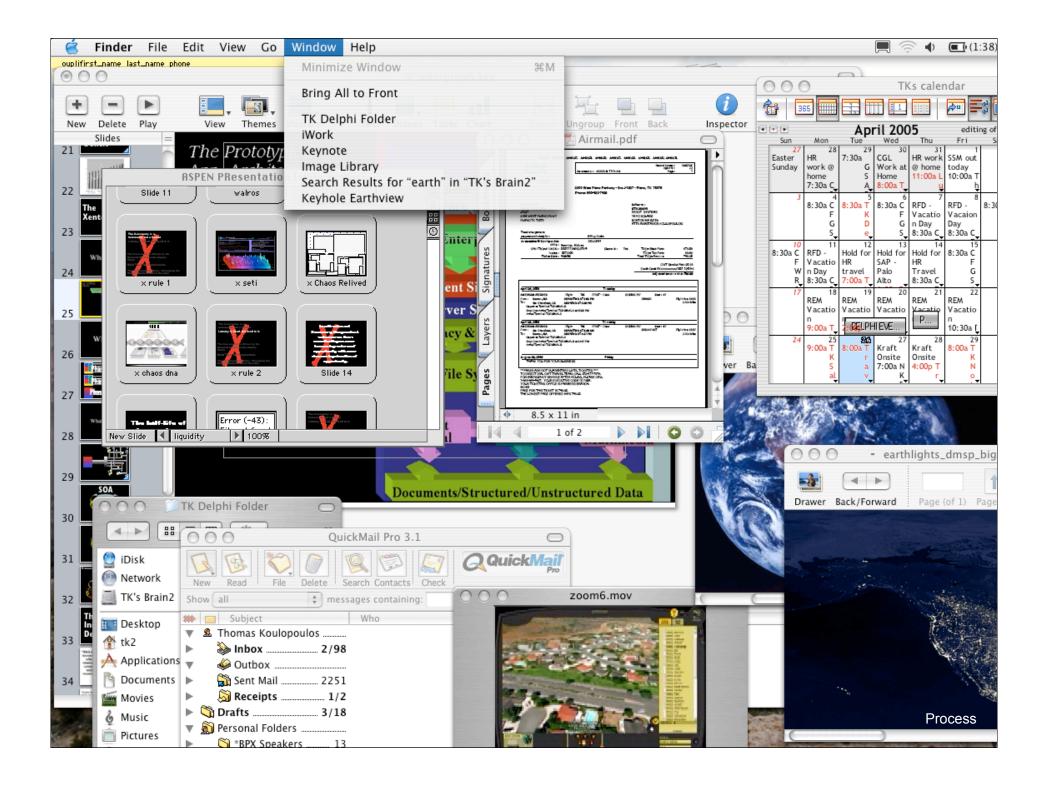
#### Fewer and fewer systems will be closed

The reason for the increase in open systems stems from technology entanglement

the increasing capacity of networking technologies to integrate otherwise disparate and separate systems.



## Innovation Deficit



# Architecture Is a Process an Event

#### Internal Awareness:

The ability to quickly identify skills, competencies, and resources needed to perform a task, achieve an objective or react to an opportunity

Awareness

#### External Awareness:

The ability to quickly incorporate the market's response to current offerings into future products and services

External

Internal

#### Internal Responsiveness:

The ability to quickly coordinate and align resources

Responsiveness

### External Responsiveness:

The ability to quickly bring to market a new product or service

#### Internal Awareness:

Skills Directory Knowledge Management Collaboration

On-Deman<sub>o</sub>

Internal

#### Internal Responsiveness:

Enterprise Portals
Business Process Management
Outsourcing/Offshoring

Awareness

#### External Awareness:

Social Networking Customer Portals Relationship Management

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External

External Responsiveness:

Supply Chain Management Enterprise Transparency

Responsiveness



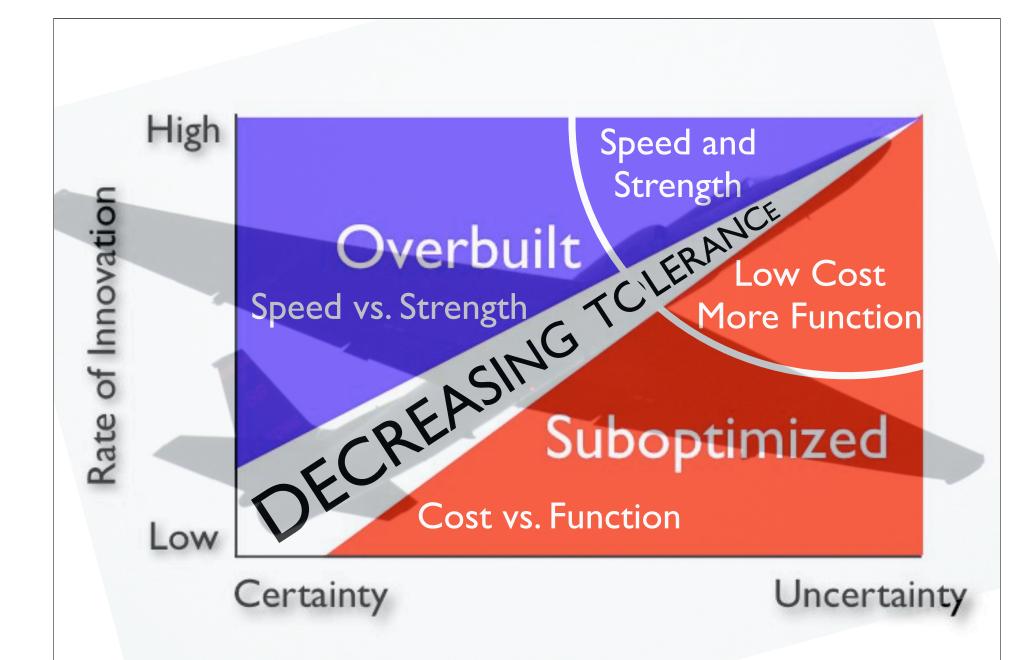
## "The pioneers get the arrows.

The settlers get the land."



"Markets do not shape innovation as much as markets are shaped by innovation."

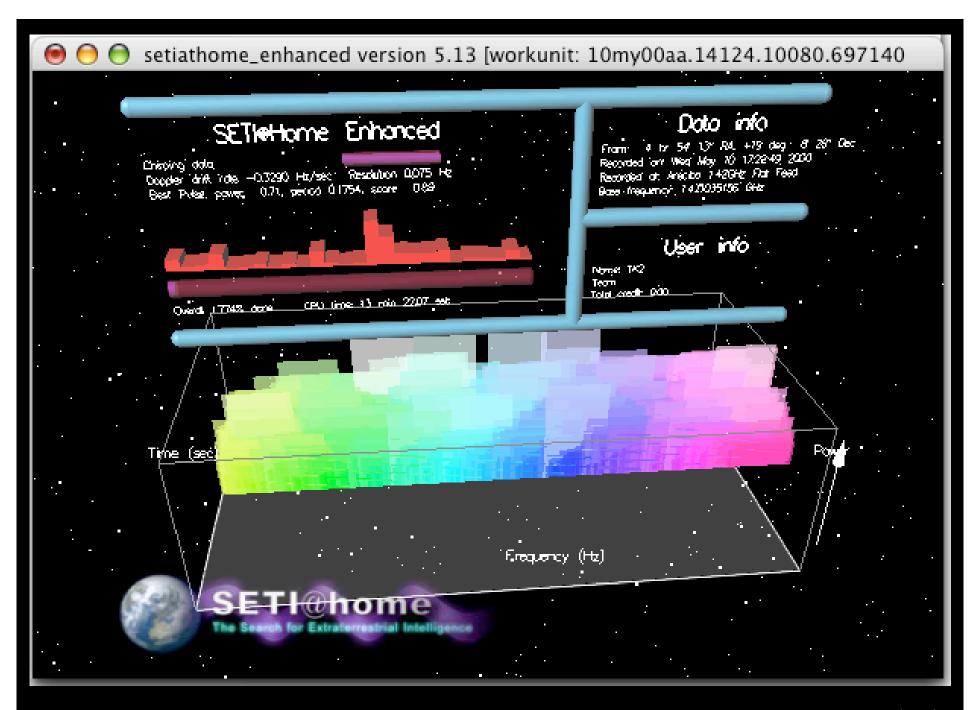


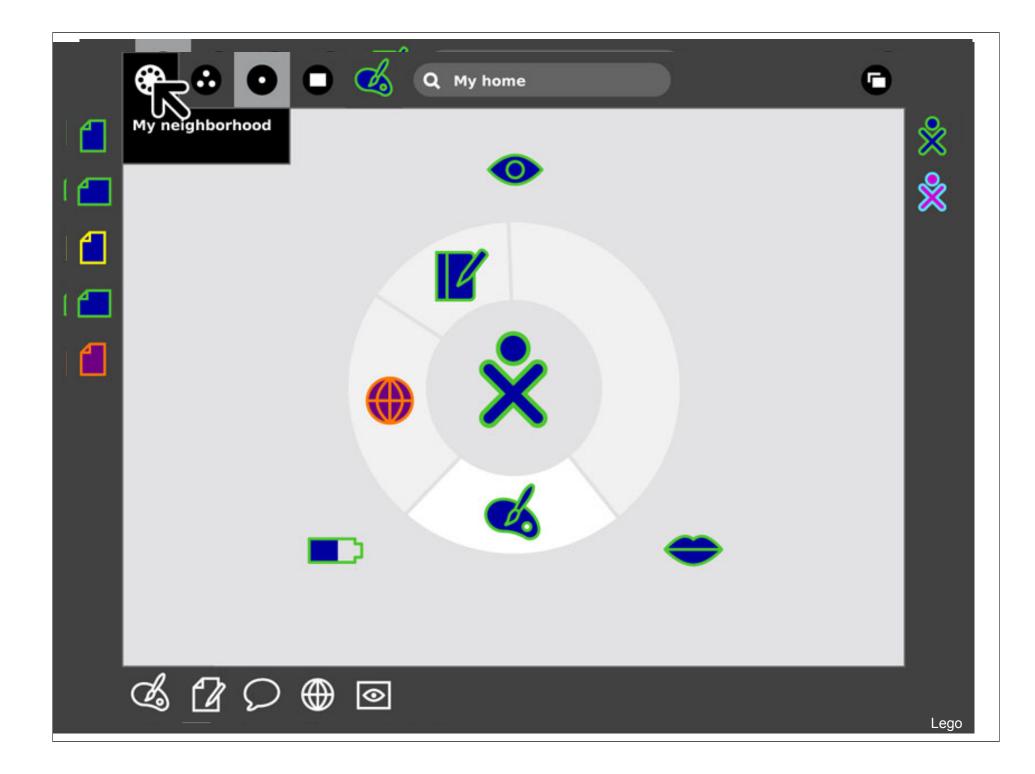


# It's ALL Personal

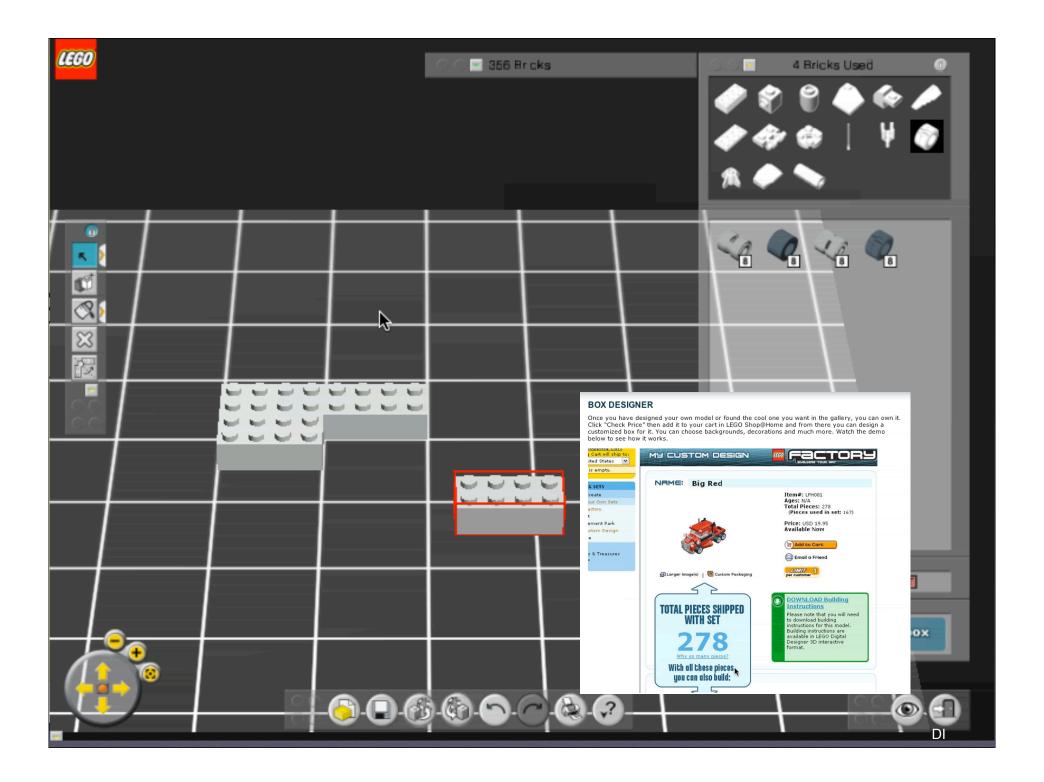
or What ever happened to the Pepsi Generation?





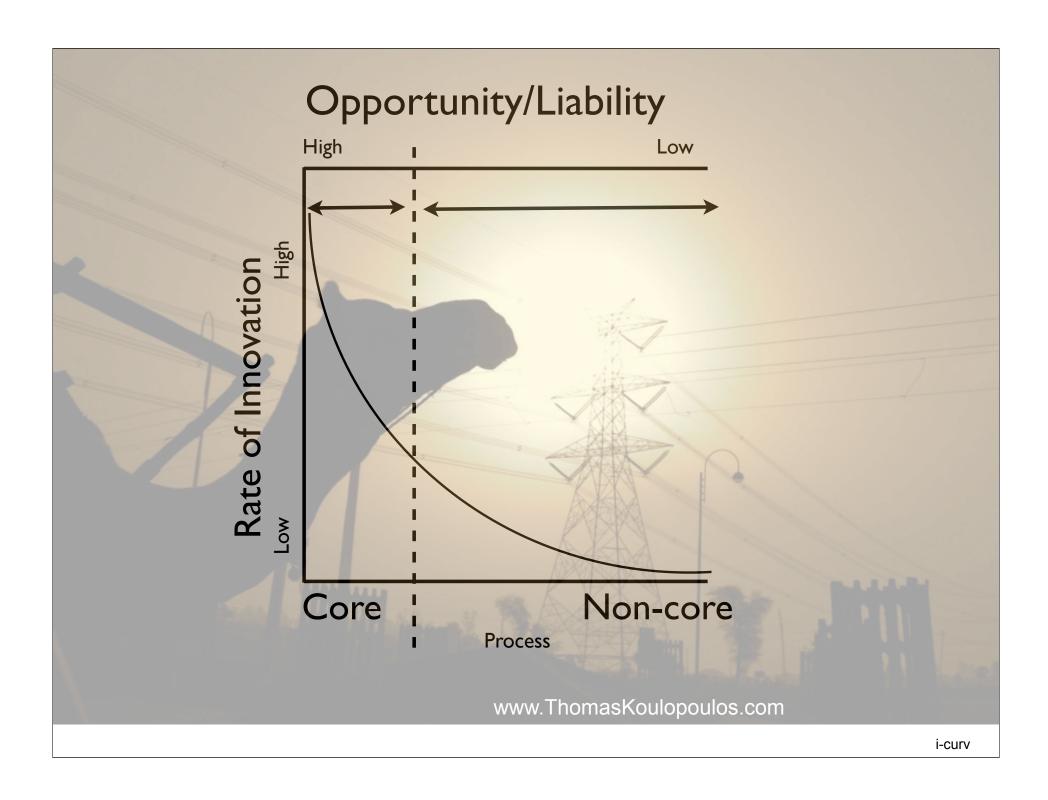






# Architecture reguires federation





## "...but the Sun is eclipsed by the Moon.

Decisive Perceived Risk Untouchable Risk Averse Offensive Defensive Paralytic **Immature** Actual Risk Indecisive

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berg



