



PhD Hiring - Case Solution (SEAM version)



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Solutions for Business / IT Alignment

URL: <http://lams.epfl.ch/>

EPFL – I&C - LAMS

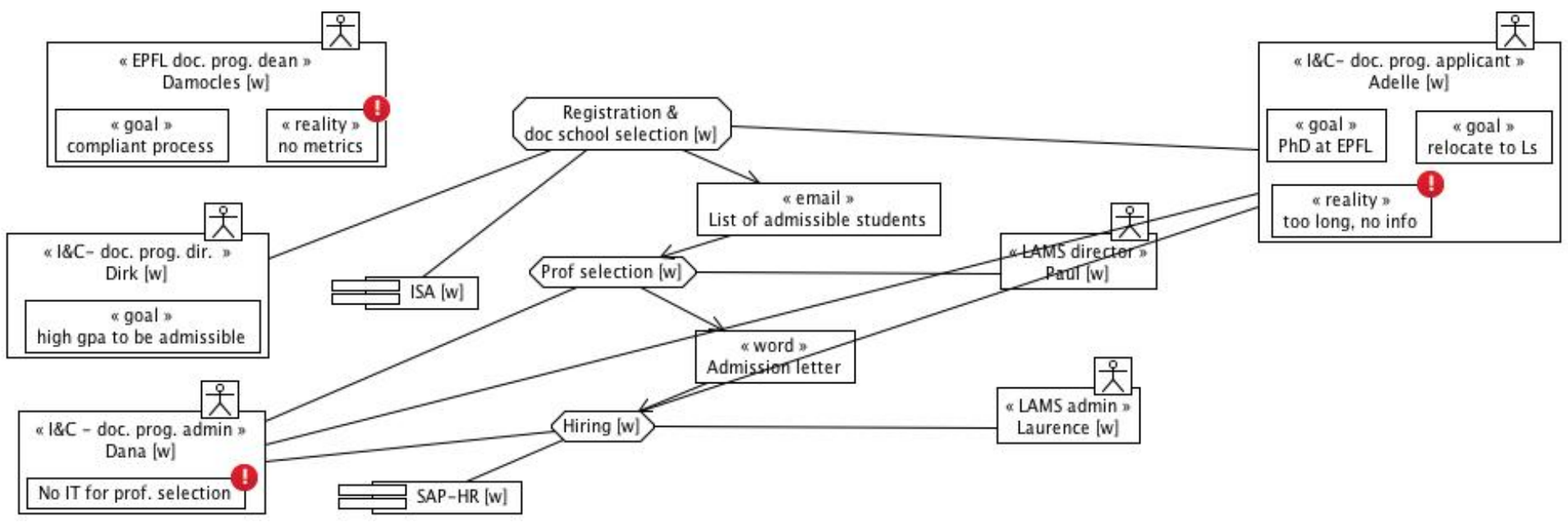
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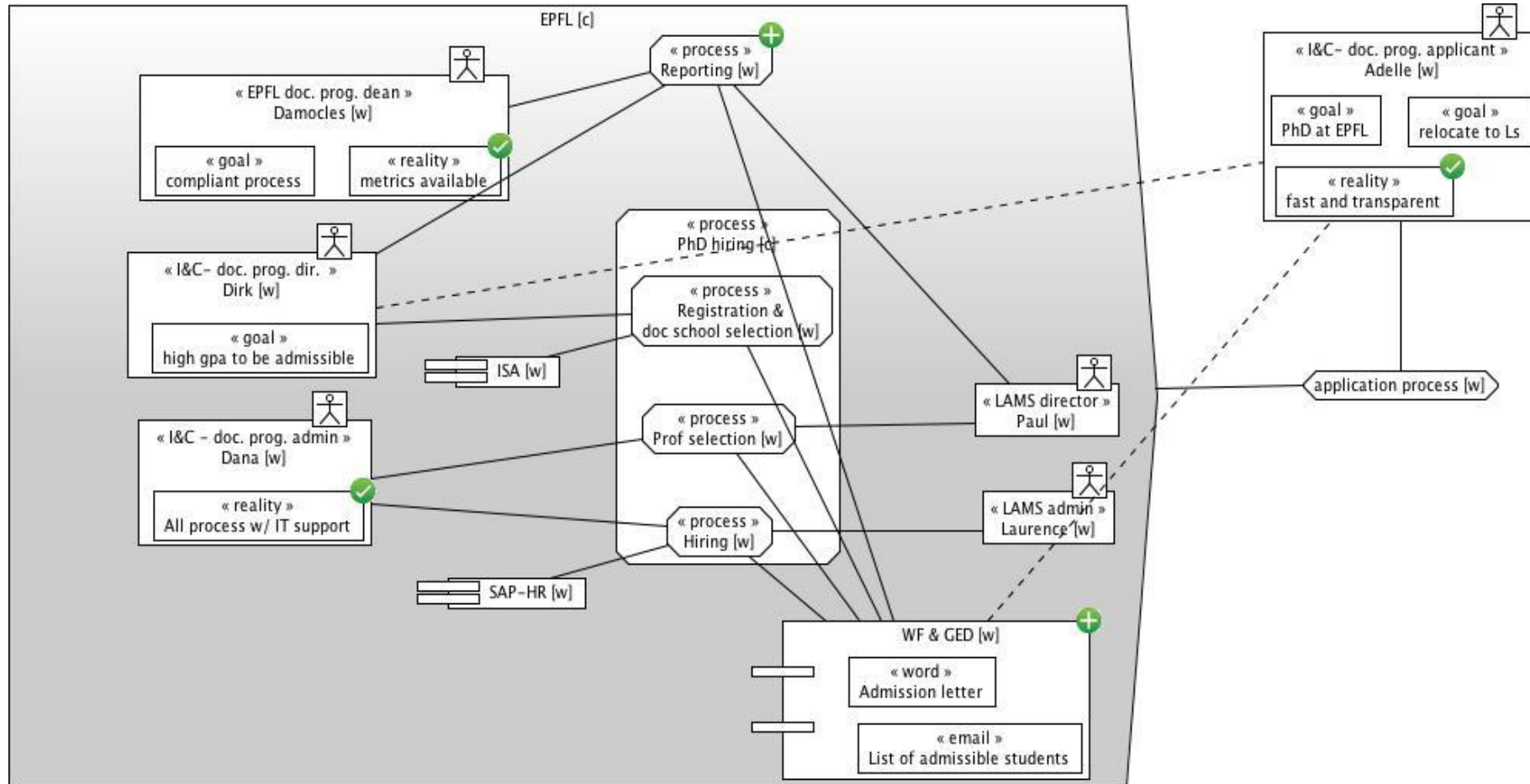
As-is



As-is

- This model shows the actors, their goals and their issues. In short:
 - Adelle has no visibility on the process and the process takes too long (for example to be able to find an apartment before the start date).
 - Dana has to do the coordination in the “Prof selection” process.
 - Damocles as no metrics.

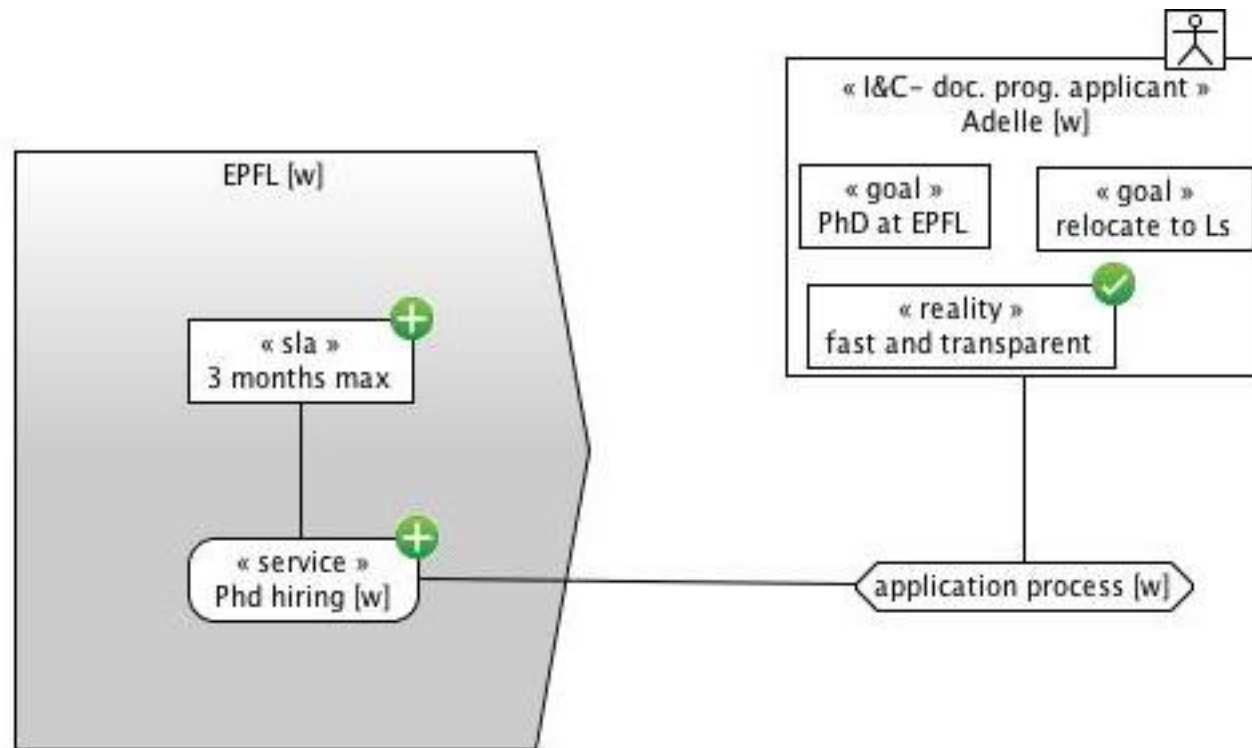
To-Be – Process View



To-be – Process View

- We show one possible solution. It includes:
 - First we define a boundary around the EPFL actors, Adelle is left outside. The actors inside “work for her”.
 - We added an new application that manages the workflow for the “Prof selection”. It also gives a view of the process to Adelle.
 - We added “Reporting” for Damocles
- Other solutions are possible.

To-be – Service View



To-be – Service View

- As we added a boundary around the organization, we can define a service “PhD hiring” and specify a service level agreement that defines the service duration.

This is the essence of a service-orientation – separate the customer view from the implementation and defines contracts on how the service is operated.

Concluding Remarks



- SEAM models combine:
 - Actors and applications
 - Services and processes
 - Goals and reality assessment for the actors
- SEAM can be used to analyze issues and define possible solutions.
- SEAM models are always concrete yet they show macroscopic views of the projects.

Reference

- A publication on this example.

Business and IT Design with SEAM: an Illustration with the PhD Hiring Process at Ecole Polytechnique Federale de Lausanne

Popescu, George; Tapandjieva, Gorica; Wegmann, Alain

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