PhD Hiring - Case Solution (SEAM version)

Prof. Alain Wegmann
Solutions for Business / IT Alignment
URL: http://lams.epfl.ch/
EPFL – I&C - LAMS
Station 14
CH-1015 Lausanne, Switzerland
Tel: +41 (0) 21 693.4381
Email: alain.wegmann@epfl.ch
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

• 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 macrosocopic 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

IEEE International Conference on Systems, Man, and Cybernetics (SMC), Manchester, ENGLAND, OCT 13-16, 2013 (SMC 2013)
ISSN: 1062-922X, p. 1938-1943

http://infoscience.epfl.ch/record/199239?ln=en