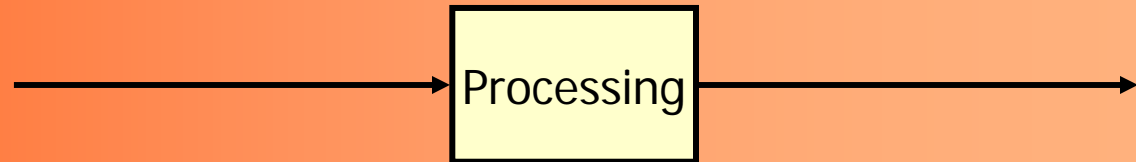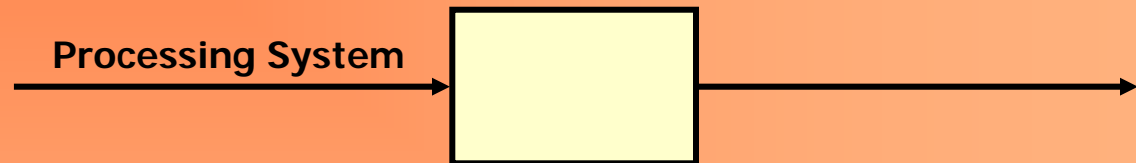# 3 Perspectives on IT

Automation

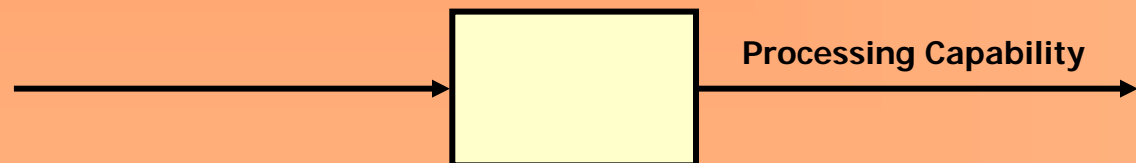Business process is embedded in IT systems and functions. The process is *automated* by the system.

Processing

Augmentation

Business process depends on using certain IT systems or functions. The process is *augmented* by the system.
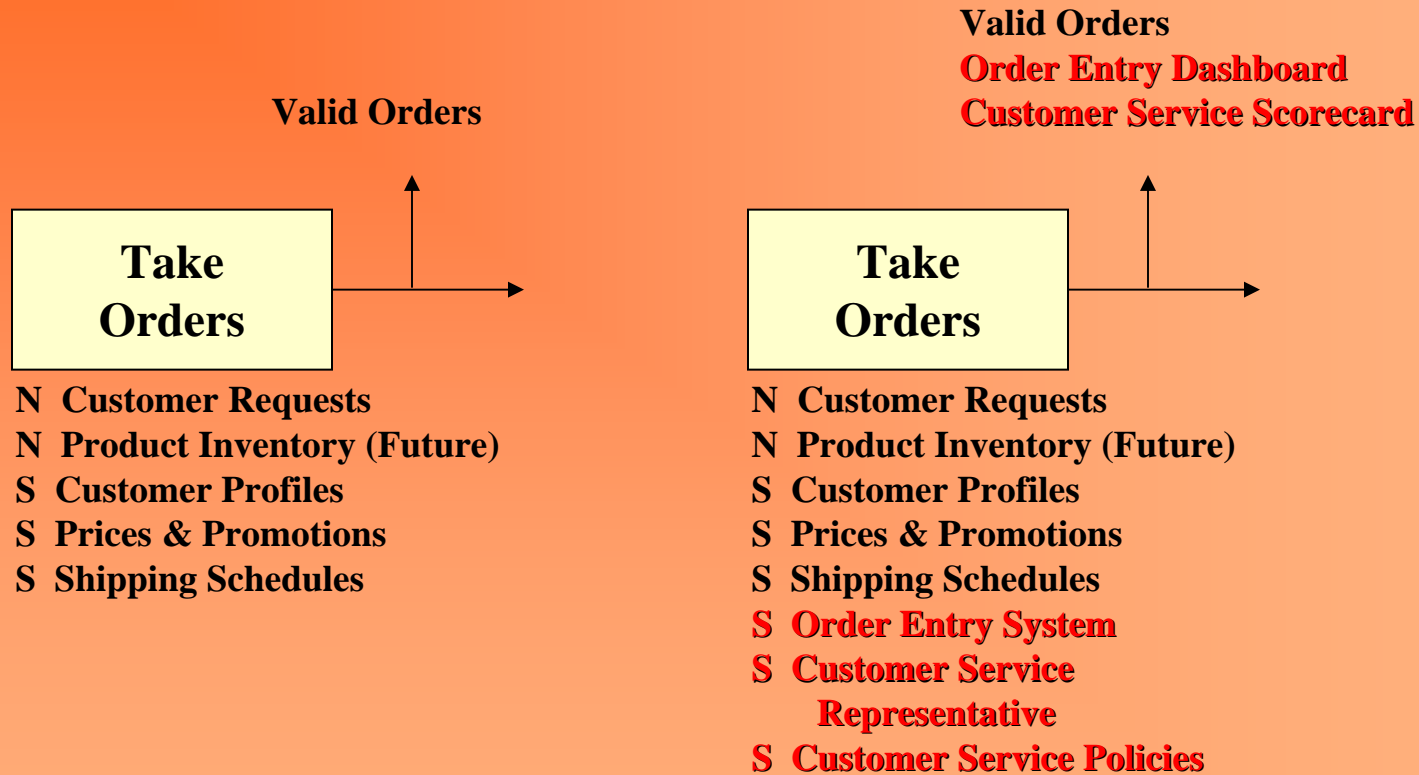
Processing System

Enablement

Business process includes making IT systems or functions available. The process *enables* the customers.

Processing Capability

Automation vs. Augmentation

Valid Orders

Valid Orders
Order Entry Dashboard
Customer Service Scorecard

Take Orders

Take Orders

N Customer Requests
N Product Inventory (Future)
S Customer Profiles
S Prices & Promotions
S Shipping Schedules

N Customer Requests
N Product Inventory (Future)
S Customer Profiles
S Prices & Promotions
S Shipping Schedules
S **Order Entry System**
S **Customer Service**
       Representative
S **Customer Service Policies**

Automation ⟶ **Augmentation**

Augmentation is more encompassing of a full DFSS design than simple automation.

Augmentation Impact

Valid Orders
Order Entry Dashboard
Customer Service Scorecard

New outputs mean additional customer requirements, and possibly new customers.

④

| Take Orders |

Every system gets a dashboard, and every user gets a scorecard, to measure policy compliance.

N **Customer Requests**
N **Product Inventory (Future)**
S **Customer Profiles**
S **Prices & Promotions**
S **Shipping Schedules**
S **Order Entry System**
S **Customer Service Representative**
S **Customer Service Policies**

③

SIPOC

Systems require users who operate under policies.

①

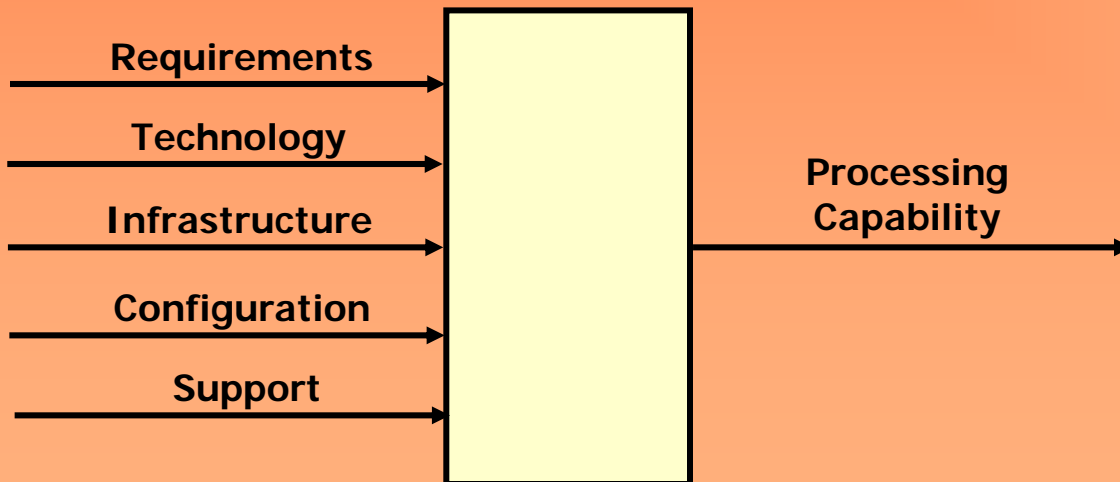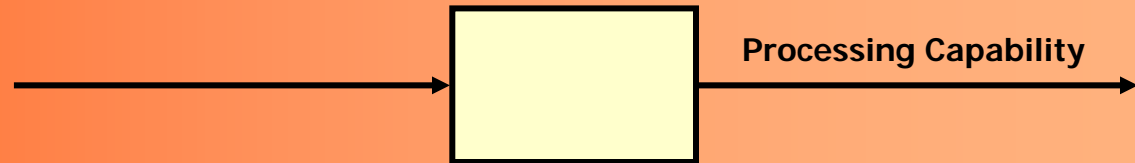**New inputs mean additional process requirements, and possibly new suppliers.**

②

3

Enablement

Enablement

Business process includes making IT systems or functions available. The process *enables* the customers.

Processing Capability

Requirements

Technology

Infrastructure
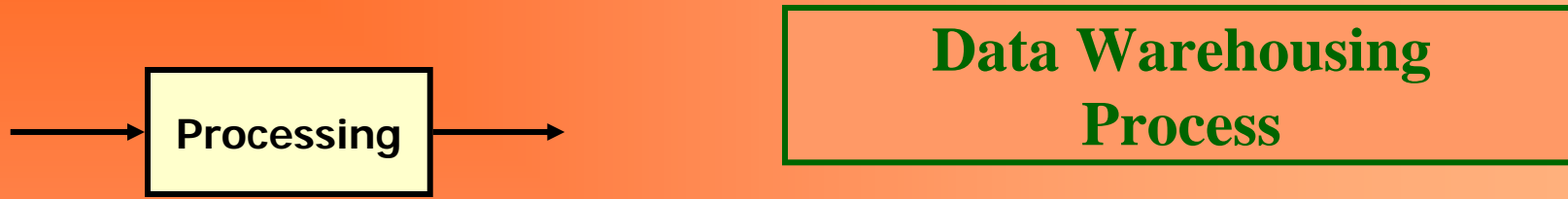
Configuration

Support

Processing
Capability

Enablement Focus

Enablement processes aren't about producing software systems or components.

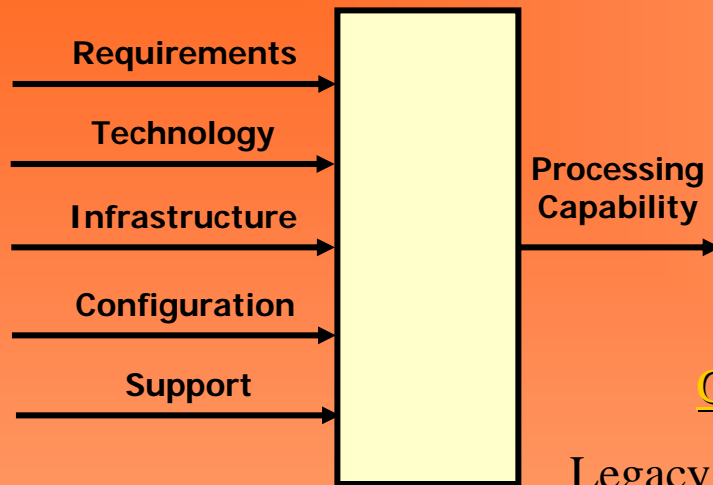**Software systems are produced, installed, and operated from *within* the process to provide the processing capability.**

Decisions to buy, build, or adapt are visible only *within* the process.

Automation Example

Processing →

$\boxed{\textbf{\color{green}Data Warehousing Process}}$

<u>Supplier</u>	<u>Input</u>
Legacy Systems	Data to be transformed and loaded into the warehouse.
Analysts	Regular and ad hoc analysis report and query specifications.
System Administrator	User and group authorizations and profiles.

<u>Customer</u>	<u>Output</u>
Management	Analysis of the data stored in the warehouse.

vs. Enablement Example

Requirements

Technology

Infrastructure

Configuration

Support

**Processing
Capability**

<div style="border:2px solid green">
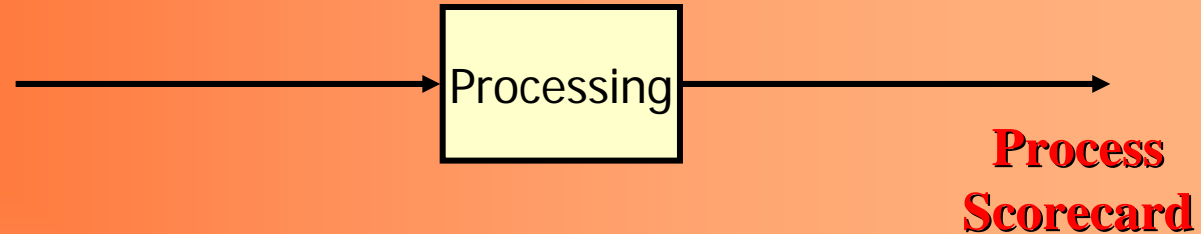
Data Warehousing
System Process

</div>

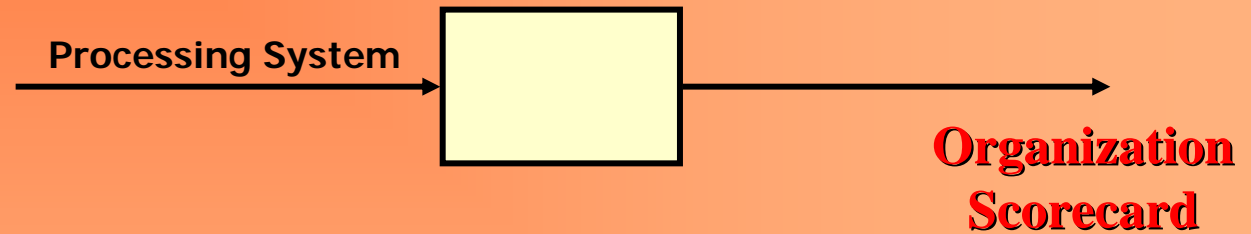| Customer	Output
Legacy Systems	Capability to send required data to be transformed and loaded into the warehouse.
Analysts	Capability to specify regular and ad hoc analysis reports and queries.
System Administrator	Capability to define and manage user and group authorizations and profiles.
Management	Capability to request and receive analysis of the data stored in the warehouse.

3 Perspectives on DFSS Scorecards

Automation

Business process is embedded in IT systems and functions. The process is *automated* by the system.

Processing

Process
Scorecard

Augmentation

Business process depends on using certain IT systems or functions. The process is *augmented* by the system.

Processing System

Organization
Scorecard

Enablement

Business process includes making IT systems or functions available. The process *enables* the customers.

Processing Capability

Design
Scorecard