UNIVERSITI TEKNOLOGI MARA

ANALYZING THE CURRENT PRACTICE OF ENTERPRISE ARCHITECTURE (EA) TO SUPPORT BUSINESS CHANGE

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ABSTRACT

This study is an explanatory study on analyzing the current practice of Enterprise Architecture (EA) to support business change. EA provides the discipline for translating business vision and strategy into architectural change and Business Process Management (BPM) provides the business context, understanding and metrics, such that both are needed for sustainable continuous improvement. The business change may drive the need for EA to be changed. Therefore, this explanatory study is to review the EA elements to be re-designed to support business change. The research approach for this study is qualitative approach by using a case study as research strategy. JARING Communication Sdn. Bhd. is the selected organization. The significance of selecting JARING Communication as a case study is due to the recent announcement where the organization intends to diversify their business. Data was gathered from interview sessions, archival records and documentations. The data are synthesized to formulate the findings. The findings are discussed based on the research objectives i.e.: (1) understand the current enterprise architecture in the organization, (2) understand the scope of business change and (3) analyzing redesign element of EA to support business change. Three EA elements from the interviews that need redesigning to support business change are identified as "people", "process" and "system". In addition, the Zachman Framework is also used for further analysis to identify the EA elements needed. Using the framework as analysis points out "why", "what", "who", "where" and "how" paradigms are elements need to be redesigned.

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