



Forces & Drivers linked to Business Services

Based on best practice Enterprise Modelling & Architecture principles

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Introduction

Analyzing both external as well as internal forces and drivers is a complex endeavor, and finding out where it interlinks with multiple other components within the organization is even more difficult. In order to capture the business services related to external and/or internal forces and drivers, the Forces & Drivers linked to Business Services is built as a matrix. The matrix is a representation that shows the relationship of captured information between specific decomposed and/or composed business services and external and/or internal forces and drivers objects. The core idea of a Forces & Drivers linked to Business Services Matrix is that it typically consists of business service aspects in a list of columns, and another aspect is a set of external and/or internal forces and drivers columns (taken from the map), while the third and final aspect being the cross product between the rows and the columns.

This allows for the Forces & Drivers linked to Business Services Matrix to relate (un)familiar objects to familiar objects in the different layers of an enterprise (composition discipline), usually in the form of a diagram, a table or a chart (e.g. rows and columns), thereby outlining direct (and possibly indirect) connection points between different kinds of objects while showing a common pattern of the objects and the relationship between them.

Forces & Drivers linked to Business Services

The Forces & Drivers linked to Business Services Matrix provides you with a detailed overview of the cross relationships between business services and external or internal forces and drivers (each identified with a unique name and ID number) that has been identified through the Forces & Drivers Map, and then associated with the identified risks, organizational units, areas and groups, and service and process areas and groups.

How to use Forces & Drivers linked to Business Services

Identify, document and relate business services to the external or internal forces and drivers (each identified with a unique name and ID number) that has been identified through the Forces & Drivers Map, and then associated with the identified risks, organizational units, areas and groups, and service and process areas and groups.

For example:

1. A business service may have multiple yet specific associations with external or internal forces and drivers, risks, organizational units, areas and groups, and service and process areas and groups.
2. Multiple business services may have an association to any single specific external or internal force or driver, risk, organizational unit, area and group, and service and process area and group.

What	Forces & Drivers #	What					Where			
		External Driver	Internal Driver	External Force	Internal Force	Risk	Organizational Area or Group	Service Area or Group	Process Area or Group	Organizational Unit
Business Service 1	#									
Business Service 2	#									
Business Service N	#									

Table 1: Forces & Drivers linked to Business Services.

Please note that the objects we have listed here are the most typical components that are commonly used within a Forces & Drivers linked to Business Services Matrix, but there may be more (or fewer) relevant aspects that are used within your organization. If that is the case, feel free to either add new ones, or remove any objects that are not relevant, or are otherwise unimportant, for this particular matrix.

Also note that the objects might have a different name in your organization, so make sure to adapt the objects of this artefact so that it fits to the taxonomy of your organization.

The objects involved with Forces & Drivers linked to Business Services is shown in table 2.







Objects used within Forces & Drivers linked to Business Services		
Notation	Name	Description
	Force	An external or internal factor that forces or pushes some aspect of an enterprise in a specific direction.
	Driver	An external or internal factor that drives, establishes motivation for or influences the direction of an enterprise.
	Risk	The combined impact of any conditions or events, including those caused by uncertainty, change, hazards or other factors that can affect the potential for achieving objectives.
	Organization (units, areas and/or groups)	An arrangement or formation of resources that has a set of collective goals.
	Business Service (service area and/or group)	The externally visible [logical] deed or effort performed to satisfy a need or to fulfill a demand that is meaningful to the [business] environment.
	Business Process (process area and/or group)	A set of structured activities or tasks with logical behaviour that produce a specific service or product.

Table 2: Objects typically associated with Forces & Drivers linked to Business Services.

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