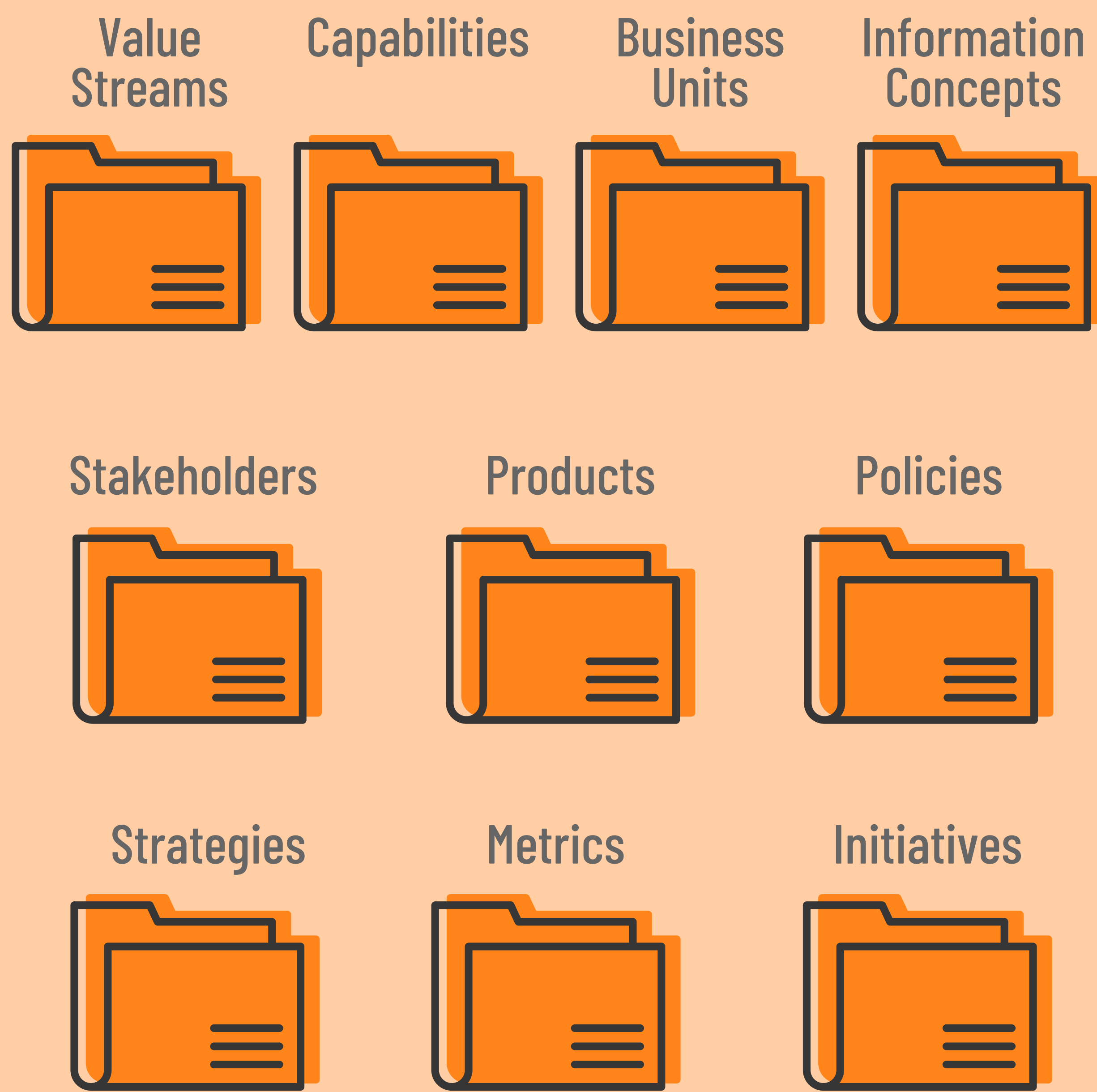


DOMAINS

BUSINESS ARCHITECTURE KNOWLEDGEBASE

BLUEPRINTS & VIEWS

BUSINESS ARCHITECTURE DOMAINS



DOMAINS (OTHER DISCIPLINES)

ORGANIZATIONAL EFFECTIVENESS

People/Roles



BUSINESS PROCESS MANAGEMENT

Processes/
Activities



IT ARCHITECTURE

Applications



Software Services



BUSINESS ANALYSIS

Requirements



CUSTOMER EXPERIENCE DESIGN

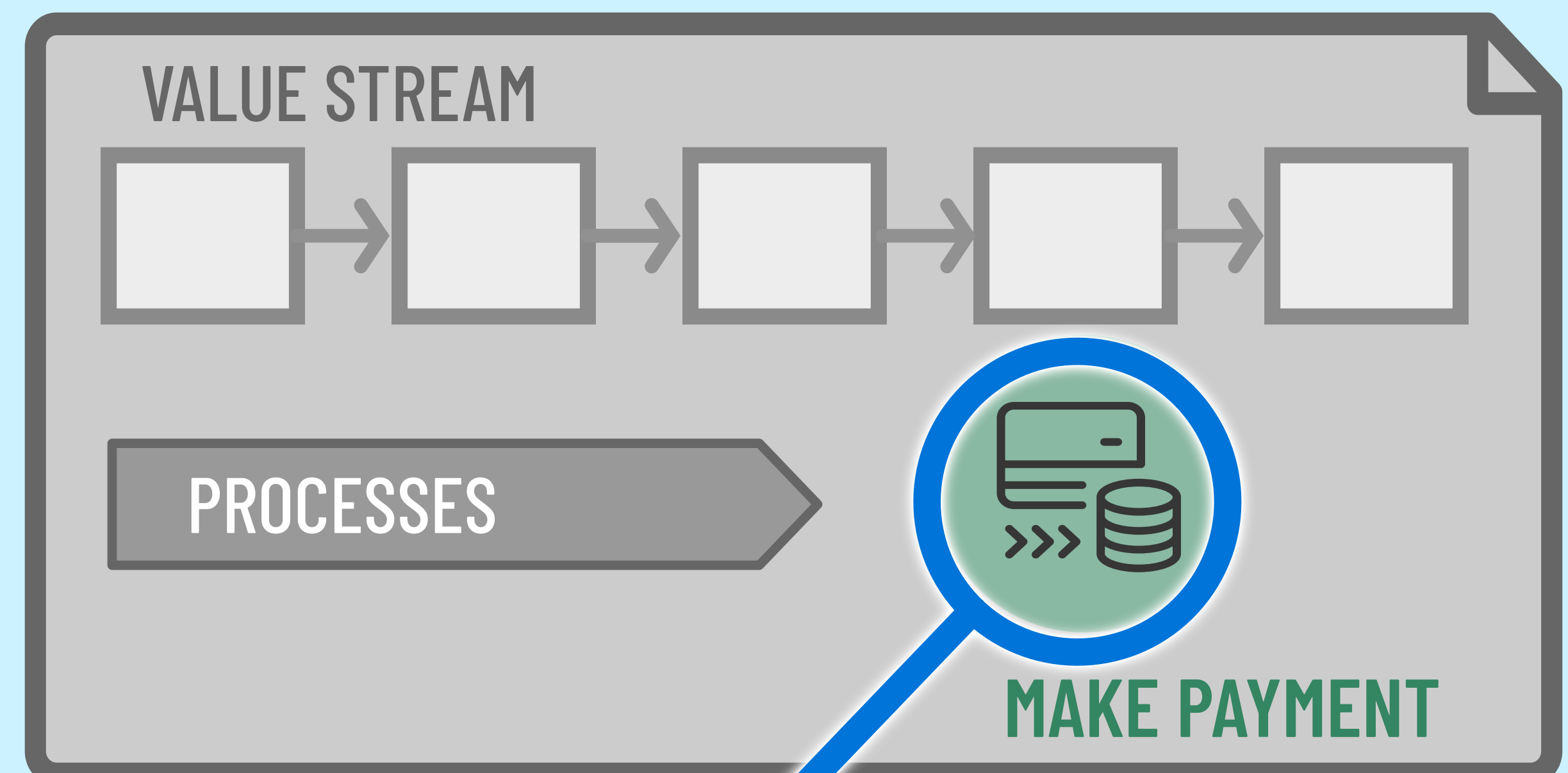
Customer Journey/Stages



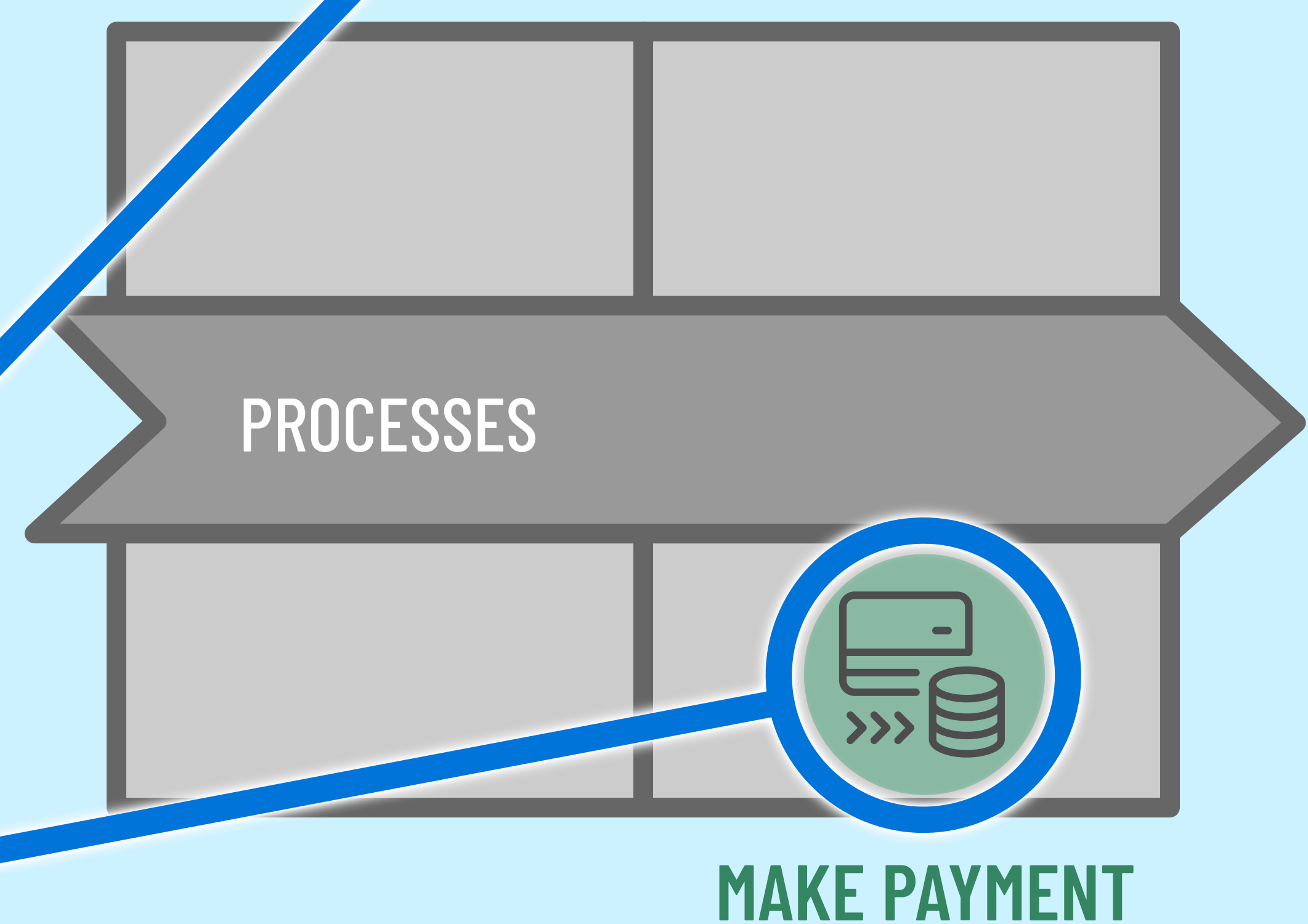
Touchpoints



VALUE STREAM | PROCESS CROSS-MAPPING



OPERATING MODEL CANVAS



SERVICE DESIGN BLUEPRINT

