software AG

GOVERNMENT SOLUTIONS

Product offering

Alfabet 10.9

Fact sheet

Introduction

Ensuring business and IT transformation success

Alfabet for IT transformation helps IT decision-makers make better IT investment decisions and reduce transformational risks by understanding when, where, how and why to make changes in the IT portfolio. It links the interdependent perspectives of IT, business, finance and risk for "whole view" analysis of how IT can support business change. Enterprise architecture capabilities build the necessary foundation with an accurate, real-time picture of the IT landscape—including all applications and technologies, the interrelationships between them, the information they exchange as well as the business capabilities and processes they support. Alfabet's portfolio management capabilities support independent portfolio decision making for optimization of individual portfolios as well as portfolio-level strategy modeling to incorporate all portfolios into strategy formulation. Its collaborative planning platform enables all stakeholders to interface, communicate and consider multiple perspectives when making transformation decisions as well as prioritize project proposals based on alignment with business strategy. Alfabet is available as an on-premise or SaaS solution.

Benefits:

- Well-founded and sustainable decisions on IT transformation based on accurate, current and complete information on the IT landscape

- IT structures aligned with business objectives and processes to ensure that IT transformation goes hand-in-hand with business transformation

- Streamlined IT portfolios that increase IT's agility in implementing business initiatives faster thus improving time to market for new business products

- Lowered project application and data risk to safeguard IT project investment. ensure business continuity, and increase compliance with regulatory requirements

- Improved IT governance across federated environments through definition and enforcement of standard EA. IT planning and portfolio management processes.

- Greater enterprise agility enabled by reduced IT complexity, bimodal strategy adoption as well as support for agile development and governance practices

The Alfabet subscription product offering comprises the following components:

IT Transformation Server

Alfabet Capabilities
- Application Portfolio Governance
  Information Portfolio Governance

- Technology Portfolio Governance

- Alfabet Configuration
  - Alfabet Data Integration
    Alfabet Publication Framework
  - Guide Page Configuration
    Historiography
  - Management Cockpits
    Report Configuration
  - Solution Configuration
    Survey Configuration
  - Workflow Configuration

Strategy Synchronization

Alfabet Capabilities
- Business Model Definition
  Business Strategy Validation

- Business Capability Management
  Business Capability Mgmt.

- Operating Model Planning
  Business IT Synchronization

Strategic Planning

Alfabet Capabilities
- Demand Management
  Target Architecture Design

- Scenario Management
  Project & Release Design

- Project Portfolio Governance
  Service Portfolio Governance

- Agile Portfolio & Feature Management

IT Finance Management

Alfabet Capabilities
- Contract & Vendor Management
  Investment Optimization

- Cost Driver Analysis
  OpEx Optimization

IT Risk & Comliance Management

Alfabet Capabilities
- Application Risk Management
  Project Risk Management

- Information Risk Management
  Compliance Management

IT transformation server:
Provides general functionality for using the product, foundational capabilities for enterprise architecture management and portfolio management. Includes configuration capabilities for adapting the Alfabet solution to an organization's individual needs and greatly enhancing the user experience..

Strategy synchronization extension package:
This extension package ensures business and IT are synchronized in the enterprise's transformation efforts. It requires the IT transformation server and can run independently of the other extension packages.

Strategic planning extension package:
This extension package enables the organization to deliver on strategy, from planning to execution. It requires the IT transformation server and can run independently of the other extension packages.

IT finance management extension package:
This extension package facilitates planning and management of IT operating costs and strategic investments. It requires the IT Transformation Server and may require the Strategic Planning Extension Package for certain functionality.

IT risk and compliance management extension package:
This extension package provides a framework for assessing and mitigating IT threats, vulnerabilities and risks, ensuring compliance with regulatory standards. It requires the IT transformation server and may require the strategic planning extension Package for certain functionality.

There are three user types to choose from:

- Alfabet business user

- Alfabet analysis user

- Alfabet contribution user

The IT transformation server, the extension packages and user types come in four sizes team, cross team, function, and enterprise which are scaled according to the number of Alfabet business users. A business user refers to any named user interacting with the solution in creating, maintaining or updating information:

- **Team edition:** permits use for the smallest business user communities

- **Cross team edition:** permits use for user communities with a minimum of 10 business users

- **Function edition:** permits use for user communities with a minimum of 100 business users

- **Enterprise edition:** permits use for user communities with a minimum of 500 business users

IT transformation server

- General functionality

- Enterprise architecture management

- Application, technology, and information portfolio governance

- Configuration capabilities

The IT transformation server is a prerequisite for the extensions.

Real-time processing

This encompasses the features that are relevant and important for using the product effectively including user management functions, the workflow engine, monitors and assignments and other basic underlying functionality.

Streamlined data collection and navigation through the inventory

- Web interface for quick access to the inventory

- Simple editor screens for data entry

- Wizard-driven interfaces for defining objects including infrastructure to perform input validation through configurable complex rules

- Data collection templates using Microsoft® Excel®

- Assignment of update responsibilities to named individuals

- Password administration

- Display of sent assignments for keeping track of the progress on assignments

- Display of all objects that a user is responsible for as well as all profiles defined for a user

- Data-centric, hierarchical navigation of inventory content using explorers

- Automatically generated reports in flexible formats for the relevant objects in the inventory, also and end-user-designed reports

- Usage of Treemaps (including the rectangular and clustered rectangular variants), Layered Diagrams, Matrix Diagrams, Kiviat Diagrams, Pivot Grid Tables, Lane Diagrams, Geomaps, Portfolio Charts, Waterfall Charts, Multi-level Pie Charts, Area Charts, Circular Roadmaps, Directed Graphs, Combo Charts, Widget Reports, Sunray Diagrams, Bubble Cloud Charts, Sunburst Diagrams, Scatter Charts, Chord Diagrams, Card View Reports and other visualizations showing object dependencies, relationships, rankings and KPIs*

- User-created splash screens for independent composition of start pages

- Usage of interactive Kanban reports for agile development. maintaining relationships and status assignment*

- Usage of the editable class view*

- Export visualizations to Microsoft PowerPoint®

- Bookmarks for linking to a particular page view in the software

- Glossaries including a full-text search across a glossary

- Sending of web links to share information with peers and stakeholders

- Automated data translation using third-party machine translation engines**

- Multilingual-capable data capture and maintenance

- Automated assistants consisting of pop-up windows with informative content of any type to provide context and guidance for the occasional user

- Visible response notification of completed processing activities

- Data-driven questionnaire with flexible and easy-to-use survey builder

- "AlfaBot" chatbot for search and navigation

- Feedback Bot to collect user input and ratings

- Analytics dashboards allowing the end user to independently create ad-hoc, information-rich data visualizations

- Import of Gartner Hype Cycle data for building the technology adoption road map

Stakeholder collaboration keeps the organization in sync
Collaboration with relevant stakeholders is essential for gathering information, ideas and feedback, making better decisions on IT and business change, and for proper governance. Alfabet offers several features to facilitate collaboration. Its in-product collaboration feature allows stakeholders to open a collaboration window on any view, from anywhere in the product and begin a discussion on the particular matter at hand. Collaboration streams are available as reference for later activities, e.g. a project. They can be searched for in a listing of all collaboration streams.

The embedded Microsoft Teams collaboration function enables collaboration independent of Alfabet, yet tethered to portfolio elements that reside in Alfabet. Collaborations can be on objects such as strategy, applications, demands and projects, and for use cases involving IT elements such as marketing planning, investment planning, strategy planning, application rationalization, technology innovation and ideation. Teams and channels within teams can be predefined to keep discussions structured, easily found and referable.

Alfabet also offers integration with Atlassian's Confluence that allows Alfabet views to be integrated into Confluence wiki pages as real-time images of Alfabet content. Links on the images open the respective Alfabet view in Alfabet. Views in Confluence are updated when the user accesses the wiki page.

For organizations using the Skype communications platform, Alfabet offers integration with Skype which directly launches a Skype session with other users from within Alfabet and in the context of the current view, for example, for on-the-spot collaboration and immediate information clarification with solution architects or project managers.

Monitors and workflows support stakeholders in their daily tasks
The Monitors function allows the user to keep track of specific objects, monitoring them for activity, inactivity, or approaching dates. Monitors are also used to verify consistency of information and automated general notification. When a monitor is activated, all users defined as listeners to the monitor are automatically sent an email notification. Alfabet's Automated Data Quality Management functionality allows the enterprise to define a set of rule-based monitors to alert responsible users to data inconsistencies in their domain of control.

The Alfabet Workflow functionality enables workflows to be initiated and for workflow owners to keep track and administrate the workflows that they own. It allows responsible users to receive and perform workflow steps or trigger such workflows based on predefined workflow templates.
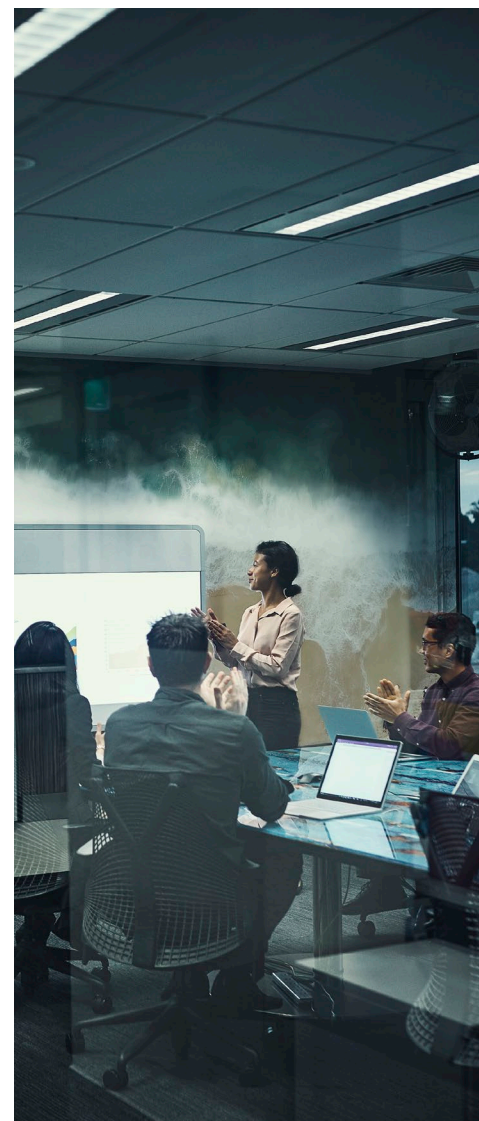
*Note: the Custom Reports expansion set is required for configuring these reports.

**Note: a valid subscription to a translation service is pre-requisite for this feature.

The Workflow Configuration expansion set is a prerequisite to configuration of these workflows.

Artificial intelligence (AI) finds the hot spots in the IT portfolio

For the immense amount of data and portfolios that need to be analyzed in a typical Alfabet implementation, Alfabet offers AI-enabled functionality for diagnosing portfolio behavior and maintaining the quality of information in the portfolios. AI-enabled portfolio diagnostics uses variance and factor analysis to identify outliers and the possible factors causing that behavior. Users can drill down through report results for a deeper understanding of the root cause of problems in the IT portfolio and identify where action is needed. AI-enabled data quality analysis scans the data about objects of an object class for similarity in attribute settings, forming clusters of objects that are structurally related. Within these clusters, objects will only deviate if they have a few uncompleted attributes yet high similarity in other settings. The AI-enabled data quality analysis is available for all object classes that can be structured in groups such as application groups, project groups, etc.

Configuration meets customers' specific needs

Depending on the licensed provisions for configuration of the Alfabet solution, the following capabilities may be available:

- User access rights rules applied to determining whether a user is permitted to editing a certain object

- Configurable data anonymization for all protected or public object classes in the meta-model leveraging a number of built-in anonymization rules and retaining full functionality for the anonymized dataset

- The User group function allows customers to define user groups. User groups are used to control the access rights of persons to particular objects within Alfabet.

- Management dashboards can be created for occasional read-only users. A dashboard is a collection of easily navigable links to quickly access relevant reports. It is a portal-like environment located in the Home module.

- A reporting interface provides the user with the choice of running reporting on Alfabet's live repository (or an offline copy that is updated in regular cycles). The simple relational representation of the Alfabet meta model conforms easily to the needs of external reporting solutions. It allows for the repository tables to be directly referenced in data cubes for BI solutions so that data from Alfabet can be combined with data that is available in other systems.

- The Alfabet pivoting component allows users to access a data cube based on Microsoft SOL Server® directly from the Alfabet user interface or further refine query-based reports through the pivoting component

- With search and select configuration, customers can configure selectors based on standard Alfabet reporting capabilities to limit searches to a meaningful subset of elements or hide elements from unauthorized users. The function can be used for simple and advanced searches as well as for browsing hierarchies. It can also be used in conjunction with the Alfabet user interface to predefine selection options in a context-aware manner.

- Self-service profile assignment can be used for basic access ("basic" as defined by company policy). Users can "auto-assign" profiles designated by the customer for self-service. Additionally, user profiles can be associated with workflows for more sophisticated request and approval process management according to organizational or cultural circumstances of the customer organization. The workflow configuration expansion set is a prerequisite to defining the approval processes for user profile assignment.

Administration functions support product implementation

- The profiles administration function allows administrators to view, create, and edit user profiles as well as add users to a user profile

- User administration is established through configurable linkage to the customer's authoritative source of identity and access management. A variety of systems is available including but not limited to Microsoft® Active Directory®, LDAP, enterprise portals, identity federation solutions etc.

- The users administration function supports setup and editing of users, editing and assignment of profiles to users, administration of user passwords (in case the user management function is not based on the customer's authoritative source of user information) and viewing of users' personal items.

- The custom reports administration function allows administration of access to Alfabet queries. By default, queries are accessible to all users who are assigned profiles defining these rights..

Mandate support for federated enterprise architecture
Federated enterprise architecture provides the means to create a consistent architectural foundation across the enterprise for common infrastructure elements yet allow separate business units to run applications unique to their needs and enabling achievement of BU goals. Alfabet offers a federated approach to IT planning and portfolio management by allowing the ownership and responsibility of architecture objects to be shared across multiple, autonomous business units. The concept of mandates, standard in ERP nomenclature, is used to structure and organize the ownership of objects according to organizational needs. In Alfabet:

- Mandates stipulate which parts of the architecture are visible to users from specific business units

- Objects not assigned to the current mandate of a user are not visible to the user

- Individual objects may pertain to multiple mandates effectively allowing several business units—but not all—to share process and responsibility (This also helps avoid redundancy in the IT inventory and promotes reuse and harmonization as well as advances efforts towards gradual alignment of the architecture, planning and portfolio management approaches of various business units)

- Users wearing several hats in an organization may have multiple mandates assigned and toggle from one mandate to another at run time.

- Objects that describe relationships between other objects inherit their mandate assignment from the objects they build relationships for.

- A change of a mandate is propagated from the leading object to dependent objects.

- Mandates are considered during search, selection and tree navigation.

Mandates eliminate the need to purchase several instances of desired product modules. They are optionally included in the product purchase. Graduated prices are applied according to the number of mandates pur chased.

Enterprise Architecture Management

The Enterprise Architecture Management (EAM) capability in Alfabet is used to describe complex IT systems in terms of their business, application, information, and technical layers, and to develop standards for change. It helps enterprise architects align the IT landscape with the business to guide competitive transformation.

The EAM capability is used by enterprise architects to:

- Define the enterprise IT landscape and its primary relationships to the business as, e.g., expressed by business processes and executing organizations

- Define the enterprise technology stacks supporting the enterprise IT landscape

- Define the enterprise information landscape and its interaction with business processes, applications, and business services

- Define the enterprise function taxonomy and its use in the context of business processes and applications

- Define the technical services, such as web or REST services, offered by IT

- Define the enterprise physical infrastructure and how it is used to support the applications

- Define and manage APIs as part of the enterprise IT landscape

Features include:

- Definition of the application, information, and technology architectures as well as business processes, organizations and legal entities

- Definition of information flows between application deployments

- Comprehensive business libraries, including business functions, business objects and business process, and technical libraries with detailed references

- Diagrams and reports to help identify components in specific application architectures, eliminating redundancies, optimize upgrades and control costs

- Definitions of the enterprise's IT standards including the components, platforms, component catalogs, software products, software vendors, tiers-layers matrix, standard platforms, and master platforms

- Compliancy checks of business and technical standards for geographic regions over time

- Standardization reports to detect poor standards compliance in applications

- Automatic diagrams to instantly display information flows between selected applications and the application landscape

- A diagram designer with rich functionality for flexible design and editing of diagrams depicting a particular segment of the EA landscape

- Tier and layer matrices to quickly configure an application architecture using standard components or platforms

- Interoperability with Software AG's CentraSite to govern the technical service portfolio creation process

- Documentation of APIs (or service calls) as the source and target of an information flow between applications

- Integration with webMethods API Portal and API Gateway for viability assessment and management of complexity

- Representation of technical networks as part of the technology architecture and application deployment strategy

- Integration with webMethods Integration Server for planning and management of the integration landscape

Application, technology and information portfolio governance

Application, technology, and information portfolio governance in Alfabet provides a comprehensive and integrated view of the most common sub-portfolios that make up the enterprise portfolio. Portfolio management capabilities enable the organization to neatly organize the information needed to optimize portfolios, improve agility and set the pace for change. Tightly integrated portfolios deliver impact analyses to reduce planning errors and improve synergies between the portfolios. Alfabet enables all stakeholders involved in IT planning and management to work collaboratively using a single, reliable view of the application, technology, and information portfolios. Plans for change are transparent to all so that planning conflicts and their associated costs are avoided.

The application, technology and information portfolio governance capabilities are used by portfolio managers and enterprise architects to:

- Manage and optimize application, technology, and information portfolios

- Manage changes to portfolios in a consistent and transparent manner

- Expose dependencies and impacts between different portfolios - current and future

- Perform rapid impact analysis on the application, technology and information portfolios resulting from business events such as acquisitions, divestitures, product launches, and entry into new markets

- Support IT management processes that require reliable information on applications, technologies and information flows

- Choose, define and enforce technology standards

Features include:

- Bundling of applications into application groups relevant to the portfolio assessment process and goals

- Bundling of technologies into technology groups relevant to the portfolio assessment process and goals

- Process workflows to ensure alignment to policies and timelines , maintaining governance and keeping IT up to speed in the portfolio process

- KPIs such as those pertaining to usage, performance, and criticality for application and technology rankings

- KPIs such as those pertaining to interface criticality, interface reliability and technical compliance to understand the quality of information flows

- KPIs such as those pertaining to confidentiality, availability, reliability and integrity for business data

- CRUD (create, read, update, delete) matrices to understand how an architecture element and the business data are related to one another

- Analyses of CRUD matrices to identify inconsistencies and redundancies in the way business objects and data are used in the EA landscape

- Prioritization schemes for weighting evaluation types to determine a prioritized ranking of objects

- Setting and monitoring goals, policy management and governance of portfolio structures

- Portfolio report showing the performance of a set of objects in multiple dimensions of measurement

- Component catalogs to maintain components and standard platforms from the perspective of a geographical region, business unit, or product portfolio, for example

Alfabet configuration

Alfabet's configuration capabilities provide functionality for configuring the Alfabet solution to an organization's individual needs and for greatly enhancing the user experience with the product. Configuration of Alfabet is conducted by specially trained solution designers in a networked development environment, i.e., networked non-production instance, or a local installation, i.e., non-networked presentation instance, as licensed by the customer. Changes to configurations are applied to the relevant production instance using the Alfabet Administrator application and a specifically created file - the Alfabet Meta Model or amm file - comprising the configuration changes by the customer's administrative personnel.

The following sequence of configuration capabilities represents the typical order of implementation by customer organizations.

Customer reports

Custom reports enables the customer to complement standard reports, diagrams, and analysis views available with Alfabet with customer-specific visualizations, diagrams, and analysis views. It allows the organization to:

- Define queries to create custom reports in graphical or tabular formats

- Define links into reports provided by external solutions such as a reporting or business intelligence tool based on Alfabet and/or non-Alfabet data

- Set up query definitions for object-centric and global full-text searches

- Use graphical assistants to easily customize standard report types

- Configure editable class views to allow the user to easily edit large numbers of class objects including class attributes and associated roles and indicators

- Perform detailed investigation of data from Alfabet and other sources in cube-based reporting using Microsoft SOL Server® Analysis Services: multi-dimensional data analysis, data aggregation, filtering, drill-down and user-selected visualization forms (tables, charts, etc.) in conjunction with the product's built-in pivot grid user interface component.

Alfabet Data Integration Framework (ADIF)

ADIF is the framework for the various types of integration offered in Alfabet. It encompasses:

- An ETL-based mass update facility for high performance import and export supporting file and database formats. It can be wrapped into a SOAP envelope.

- REST- and SOAP-based web services for mass update as well as record-based interactions; create, read, update, and delete methods are supported for use with .net and Java or common integration infrastructures such as EAi

- Online lookup: a REST services-based user interaction for creation of Alfabet content through lookup in external repositories, e.g., Technopedia technology catalog, ARIS process library or service registries; subsequent synchronization to keep aligned.

- Soft linkage connections to external repositories to contextualize Alfabet objects with relevant information; access is based on REST services

- Event management framework using triggers in wizards and workflows for real-time automated updates to external systems as well as data in Alfabet

ADIF ETL provides the following features:

- Definition of integration to external sources and vice versa supporting full net change capability, i.e., create, update, and delete of records

- Data translation, formatting and writing performed in the Alfabet database in single database transactions

- Standardized integration procedures

- Configuration using SOL, T-SOL and PL/SOL

- Automatic structure recognition for CSV, XLS, XSD and XML files

- Visual design of import, export, and data manipulation packages

- Visual debugger to validate implemented business logic

- Synchronous or asynchronous processing using console application or Windows- or web-based user interaction as well as REST services-based invocation.

- Evaluation and editing of Alfabet data in MS Excel® with the option of re-importing into Alfabet

- Embedding into existing Enterprise Application Integration (EAi) infrastructures and Extract, Transform and Load (ETL) solutions

- Cross-linkage of objects that are synchronized between Alfabet and the external system

- Workflow-triggered upon completion of an ADIF ETL import job (the Workflow Configuration expansion set is a prerequisite)

- Self-service integration for Alfabet Cloud Enterprise using the Alfabetjob scheduler

This expansion set is a usage license. Customers must license this expansion set to use the Alfabet integration framework functionality provided in the product. The expansion set is offered in small size and normal size.

Guide page configuration

With guide page configuration, the user can create a look and feel matching corporate design or preferences, for example, the background and navigation tree. It allows definition of role-specific navigation through Alfabet as well as instructional text and shortcuts into the solution such as the opening of a wizard or editor for creation of a new object or the triggering of a workflow. This includes a configurable search for fast. targeted access to specific information and definition of the access path to the user's task list on the home page. User-specific views and reports can be directly embedded in the user's home page. This capability also includes guide views which offer attractive visualization possibilities for important reports, information, and all-round page design.

Solution configuration

Solution configuration enables the customer to own the configuration of the solution for its community of users based on the standard reports and object profiles defined for Alfabet. It enables the organization to:

- Configure user profiles in the context of business applications

- Configure custom properties to allow capture of customer-specific information

- Define accessibility and exclusion rules for properties and views for the users associated with a specific profile

- Definition of rules that determine which users a federated admin user can work with configure wizards

- Set up default diagram settings

- Define templates for automatically generated email notification

- Define object state, life cycle and release status definitions

- Set up configuration of global and object centric full text search groups

- Define search rules for glossaries

- Define time-triggered monitors for an object class on a system-wide basis

- Email message logging

- Configure custom views to allow capture of customer-specific information

- Define object cockpits and associate them with the desired user profiles

- Define translation support for configuration-specific reference data

- Create diagram item templates (shapes and images) for use in designed diagrams

- Define conditional visibility constraints in editors, wizards, and cockpits

Solution configuration is typically also used in conjunction with workflow configuration.

Workflow configuration

Create and administrate automated workflow processes including:

- Specification of what object class is the point-of-departure in the workflow

- Which user groups and/or user profiles may initiate and administrate the workflow

- Which users must work on a specific activity in the workflow, whether their contribution is mandatory or optional and how the process proceeds upon completion or expiration of the activity

- Which users workflow steps can be delegated to

- Which workflow steps comprise the workflow as well as their sequence, any possible pre- and post conditions or update actions associated with a workflow step

- What kinds of workflow notifications should be sent to collaborating Alfabet users in which context

- Workflow migration specifications when workflow templates change

- How Alfabet workflows should integrate with workflows in complementary, external solutions

- What events should be triggered upon completion of a workflow step

Often, solution configuration and custom reports are also used for workflow configuration as workflows typically rely on customer-specific properties, customer-specific wizards or custom views and involve customer-specific queries for, e.g., the definition of associated pre- and post-conditions.

Survey facility

The survey facility enables run-time definition of auxiliary information and presentation models as well as auxiliary workflows for quick implementation of data gathering campaigns targeting the Alfabet stakeholder community. The facility provides an easily configurable survey procedure, a high level of automation, high data quality and reportable results on specific objects as well as the entire survey project. Data capture is governed using a proven process for efficiency and integrity.

Often, the solution configuration, the custom reports and the workflow configuration expansion sets are also used for surveys as surveys typically rely on customer-specific properties, customer-specific wizards or custom views, involve customer-specific queries for, e.g., the definition of associated pre- and post-conditions and leverage customer-specific workflows to manage the execution of the survey.

Alfabet publication framework

The Alfabet Publication Framework provides a framework for creating publications in Microsoft Word® and Microsoft PowerPoint®, using user-defined templates for the format and desired content of the publication. Users define templates in Microsoft Word (.dot templates) or Microsoft PowerPoint (.ppt template), determining text layout, creating static and dynamic fields, and formatting the document according to corporate standards or other publishing guidelines. Dynamic fields are filled with content from Alfabet such as the names of ICT objects, applications, domains, and business processes as well as any standard or custom report or visualization related to an object. The template can hold a nested structure of separate documents on different objects. Once the template is configured by the solution designer, it is used by end users to create publications using the standard user interface.

Often, solution configuration and custom reports are also used with the Alfabet Publication Framework as publications typically rely on customer-specific properties and involve customer-specific reports and analysis views.

Management cockpits

Alfabet's cockpits are a powerful medium for fast-path access to needed information. Using the solution configuration expansion set they can be configured for a class of objects, such as a project or application and can contain different information sets for different user profiles in the user community. Individual user profiles and classes can, in turn also have several cockpits allowing the user to view information on an object according to different themes. Using the graphical cockpit editor, the customer can design cockpits to include:

- Partitionable cockpits including freely selectable grouping of information: group specific attributes, charts, and tables into theme-oriented sections in a cockpit. Sections can be expanded and collapsed as desired. A vertical scroll bar lets the user move easily up and down the cockpit.

- Visual cues for the viewer: rule-based user alerts, icons as design elements and conditional field formatting all make it easier for the user to pick up on important information.

- Configurable navigation: each cockpit window can be configured to define where to take the user upon clicking on the cockpit. Navigation to any report in Alfabet is possible and not necessarily the one that is being shown in the cockpit window.

Historiography

History tracking capability to document and track the history of changes made to objects in the IT architecture duct.

- Creation of audit tables for selected object classes including monitoring capability for that object class

- Tracking includes every event that has occurred to the object, the timestamp of the change, the Alfabet user who executed the change, and the property or relation that has been changed

- Reporting using history tracking data via SOL queries

Standard reports for retrieving history information are available in the object profiles for Alfabet objects. Customer-specific reporting on history information may require the solution configuration and custom reports expansion sets.

ARIS/Alfabet interoperability

The ARIS/Alfabet interoperability facility enables users to traverse both products to understand the relationships between business processes and their supporting applications as well as their enterprise context. This new capability ensures tighter business-IT collaboration on the whole range of business-IT management activities - from planning of business model changes to the implementation of IT-enabled business solutions.

The integration interface allows ARIS and Alfabet to be used in parallel. Data maintained in either ARIS or Alfabet can be reused in the other application to ease data maintenance and to prevent data inconsistencies between the different management tools. The expansion set allows for regular synchronization of data between ARIS and Alfabet.

The interoperability expansion set provides the means for retrieving planning-relevant information from ARIS and mapping it to data structures in Alfabet. ARIS uses a built-for-purpose application programming interface (API) to capture information on models, objects, relationships, attributes and assignments. A solution designer then defines ADIF (Alfabet Data Integration Framework) packages to process the information and load it according to their configuration into the primary Alfabet data structures, such as business supports, value nodes and business objects. Users of both products are thus able to perform high-level design of the business architecture in ARIS - business strategy, business capabilities, business process and business objects - and import these into Alfabet for operationalization and use in ongoing portfolio planning and management processes.

This expansion set is a usage license. Customers must license this expansion set to use the interoperability functionality provided in the product. An Alfabet Data Integration Framework (ADIF) license is required should the customer wish to change the logic used for the interoperability between ARIS and Alfabet. The following ARIS products are also required:

• ARIS Access infrastructure for ARIS Connect/Design Server

• ARIS Read Access for ARIS Connect/Design Server

• Certificate for ARIS API

• ARIS Architect/Designer+ EA extension pack

• ARIS Connect Viewer/Designer

Strategy Synchronization

- Business Model Definition

- Business Strategy Validation

- Business Capability Management

- Operating Model Planning

- Business/IT Synchronization

The Strategy Synchronization extension package ensures that IT planning is performed and executed with full understanding of the enterprise's strategic and operational goals. The alignment of IT investments with business strategy is essential for revealing the actual value of IT services, enabling informed decision making and continuously improving service quality.

Business model definition supports the definition of the various dimensions of the business model of the enterprise including its market products, sales channels, customer segments, markets and brands enabling their use in the context of IT planning and portfolio management.

Business strategy validation provides a framework for systematically deriving IT initiatives from business strategies. Business strategy is documented and broken down into operative goals which are then associated with business capabilities, demands, running and planned programs, and current architecture. This enables analysis and alignment of current and future IT activity to business strategy and business capabilities as well as an understanding of impacts of changes to programs on business strategy.

Business capability management provides the means to view the enterprise in the context of business capabilities as a common basis for evaluating how well IT is supporting the enterprise's business requirements. It enables evaluation and identification of which business capabilities are core and where improvement in one or the other of the portfolios is needed.

Operating model planning is the business foundation for enterprise transformation. It is used to describe, evaluate, and plan the company's business operating model and relate it to the IT architecture for planning the necessary changes to the enterprise landscape.

For **Business/IT synchronization**, Alfabet's patented master planning functionality is a keystone in translating business strategy into IT tactics. It clearly shows the usage of applications in support of business operations, i.e. business processes, executing organizations and market products. It provides the IT organization with a clear overview of how strategic decisions will impact IT's tactics and direction over time. The master plan is a highly condensed representation of the strategic plan, and is an easy to comprehend, single point of reference, hence an excellent medium for discussion at decision boards.

The strategy synchronization capabilities are used by IT and business strategists and planners as well as general leadership functions across business and IT to:

- Equip the enterprise for the digital age by collaborating with business on transforming the business model and operating model

- Derive specific IT initiatives and changes to the architecture from business strategy and goals

- Understand IT support for various aspects of the business model thus enabling planning that is better aligned to needs of individual business operational units

- Assess critical business aspects according to business capabilities and evaluate the related IT support

- Express the business strategy in the business capability map thereby determining which business capabilities need to change for business strategy attainment

- Visualize the company's business operating model to better understand enterprise change needs and collaborate with business on how to achieve optimal efficiency in business operations

- Assess potential for process and resource integration and/or standardization

- Create economies of scale by centralizing services into shared services centers

- Proactively manage operational risks posed by architectural changes in complex, highly integrated IT landscapes

- Create blueprints for standardizing IT solutions across the enterprise

- Explore tactical options and ensure that flexibility in the IT architecture is accommodated

- Define and communicate the rollout plans of application assets through dedicated life cycle definitions and along organizational or business structures

- Plan and manage migrations for IT solutions, relating resulting migration plans with the IT strategies and master plans they are associated with

Features include:

- Strategy deduction framework for specifying goals down to an actionable initiative and associating strategic considerations with parts of the architecture

- Business capability map summary displaying evaluation results as to the contribution of each business capability to corporate success

- Business capability heat maps to effectively communicate the current weaknesses in IT and why business at times needs to invest to save

- Definition of the operating model against additional business model aspects such as brand, customer segment, market, and sales channel to better understand the reasons for business support maps including organizations, business processes, business capabilities and market products to understand operational relationships and how those are supported by IT assets and/or organizations

- Value stream assessment with mapping to business capabilities

- Different business support maps defining the incremental steps or milestones bridging from the as-is operating model to the defined target operating model including realization time periods and approval statuses for incremental steps

- Different business support maps defining the incremental steps or milestones bridging from the as-is landscape of IT business supports to the target landscape of IT business supports defined in the IT strategy including realization time periods and approval statuses for incremental steps

- Modeling of business supports provided by non-IT resources such as service centers or other organizational units of the enterprise

- ICT (Information Communication Technology) objects as "wrapper" objects around applications, components, or standard platforms, abstracting from the specific version of these or as placeholders

- Application and technology life cycle reports to align technology support plans and understand application road map impacts

- Migration diagrams for a clear understanding of the migration schedule for IT solutions

- Application landscape diagrams to enable clear and concise depictions of the as-is and to-be architectures

Strategic planning

- Demand management

- Target architecture design

- Scenario management

- Project and release design

- Project portfolio governance

- Operational project management

- Service portfolio governance

- Agile portfolio and feature management

The strategic planning extension package aims at ensuring that IT supports and enables the enterprise's business IT strategy – ensuring that business strategy and demands are completely understood, prioritized, and executed on. It is a facilitator to the team of planners, strategists, architects, and portfolio managers in the CIO office collaborating with business strategy and planning stakeholders, enabling them to transform business wish into successful projects and reliable operations.

Demand management ensures that any business demand for IT services is documented and transparent to all stakeholders. Demand management helps business analysts and IT identify the context and scope of each demand to be able to better understand the business need and potential architectural effect of its realization. It helps filter the profusion of incoming demands into a manageable list that can be evaluated and translated into project proposals.

Target architecture design is the thorough analysis of business demand in order to understand its impact on the as-is architecture – and with it the impact on the company – and to design the target IT support to fulfill that demand along with corresponding migration plans. With target architecture design, IT architects develop a clearly documented proposal to deliver IT solutions and services which are aligned with the enterprise's IT landscape and business objectives. It enables the IT architect to gain full understanding of the requirements, expectations, limitations, and options for the application before embarking on its creation.

Scenario management ensures that the optimal IT solution for attaining the target architecture is selected in a transparent process following governance guidelines. This enables companies to compare alternatives for implementing the target architecture, e.g. different vendor solutions and make or buy decisions. Scenario management allows solution architects to define a solution architecture according to the business scope of an investment proposal to compare and contrast multiple solutions and prepare a final proposal with a solution definition suitable for deriving investment milestone deliverables, skill requirements and a bottom-up budget plan.

Project and release design breaks down the delivery of IT support into packages that form part of agile release trains, programs, projects, and productive releases. Project andrelease design provides the means to orchestrate project-driven architectural changes as well as agile releases for applications, components and related small change requests for the entire enterprise landscape. It greatly reduces the effort involved in the release management process by linking it to investment planning in a coordinated governed process.

Project portfolio governance supports the selection of the optimal portfolio of investments to be executed considering the available budget. This is facilitated by defining portfolios, budgets and critical KPIs for assessing the alignment of investments to business and technology strategy. Once approved, the portfolio is then used to monitor implementation of associated changes for progress, success and ultimately value delivered. This monitoring can be differentiated between the different modes of the IT operating model, e.g., by handling agile release delivery or waterfall-driven project change. The Project project portfolio governance process in Alfabet informs decision makers of the value, architecture alignment and risk across several possible IT investment alternatives. It is used to prioritize project proposals based on strategic and technical alignment, resource priorities and risk.

This is complemented by the capabilities provided by **operational project management** for near-term operational task planning and management. Operational project management provides the tactical project planning and management capabilities needed to ensure project execution is closely tied to project investment decisions. It is used to allocate budget and resources at a task level as well as monitor changes to original investment plans and assess the impact of alterations to the plans.

Service portfolio governance includes service product portfolio management as a further portfolio for an integrated portfolio management approach. In a portfolio management concept, the service product portfolio can be optimized for greater performance, standardization and simplification leading to higher agility in delivering on business demand. Additionally, users can analyze the impact of changes to application and technology portfolios on IT services in terms of availability and SLA-conformity. They can better understand who consumes and who sponsors IT services. Further, users can coordinate the analysis and planning of changes to IT services with the projects delivering on those changes.

Agile portfolio and feature management supports enterprise agile methodologies, in particular the Scaled Agile Framework (SAFe) methodology-related artifacts such as strategic themes, epics, user stories and agile release trains (ARTs). These artifacts can be related to applications for integrated portfolio man agement in the same way as projects can. Funnel management supports assessment, selection and prioritization of the feature backlog and requests. Ideation and innovation management features facilitate feeding of requests into the agile portfolio management process. Feature management provides feature planning and management for a portfolio management approach to agile development. Integration with Jira® for project issue management and tracking provides an overview of agile planning and delivery capabilities and ensures changes are according to enterprise strategy.

The strategic planning extension package is used by IT and business strategists, planners, and project managers as well as general leadership functions across business and IT to:

- Create demands, together with their business and technical parameters, and impact on the as-is architecture

- Review demands to identify conflicts, consolidate, or reject redundancies and to break down high level requests into discrete, actionable demands

- Transform demands from operational business divisions into effective IT services by systematically capturing and evaluating their business motivation, architectural impact, and portfolio viability

- Initiate proposals by bundling like demands and assigning these to investment proposals with consolidated business benefits, delivery dates and action holders

- Review and evaluate solution proposals for value, architecture alignment and risk

- Plan the target architecture by analyzing the current strategy and vision, designing architectural blueprints, and creating the architecture Road map

- Create blueprints for standardization across the enterprise at the business support level

- Review the planned architectures for project proposals, consolidate the planned architectures, and derive the consolidated to-be architecture

- Ensure decision makers are informed of the value, cost, and risk across a number of possible IT investment alternatives

- Prioritize investment proposals based on alignment with business strategy and key evaluation criteria

- Optimize budget allocation to the investment portfolios with the highest predictability of ROI

- Ensure delivery according to plans and be able to quickly assess the impact of changes occurring during execution in the context of business and IT strategic planning

- Plan projects and agile changes according to the planned investment scope, budget, and timeline

- Monitor progress and make necessary changes with an understanding of the broader enterprise planning context

- Better define the services available to business units as well as the more elementary services IT uses internally to bring these business services to life

- Identify technology innovations that can provide business benefit to the enterprise

- Classify and standardize IT's "products," in turn helping IT understand what functionality IT needs to deliver and what infrastructure is needed to deliver it

- Plan and manage IT activities and costs in a business-oriented manner, aligned to business needs and operating efficiency

- Leverage lean practices such as SAFe to achieve enterprise agility in delivery of digital business products and services

- Apply a strategic portfolio management approach to the funnel and backlog for effective planning and governance in an Agile development environment

Features include:

- Standard input pages for capturing detailed demand profiles including business benefits, supported goals, target dates, priority, operational or strategic classifications, creators, requesting organizations and responsible users

- Automatically generated reports for showing every aspect of the business, information, application, and technical architectures a demand may affect

- Status reports for instantly revealing work in progress for any demand including its approval, rejection and formulation in a detailed proposal

- Advanced search facilities for quickly compiling similar demands (based on any element of the architecture in a standard report)

- Standard input pages for capturing proposal specifications and alternative scenarios, with important details including sponsor, target dates, required skills and affected architecture elements

- Creation of key assessment values including quality factors and evaluation criteria that can be assigned to proposals

- Advanced search for the assignment of investment proposals to programs and organizations according to stated goals and business values

- Prioritization reports for automatic ranking of investment proposals for a specified budget period and financial threshold by applying user-defined weighting schemes such as technical and commercial impact and technical complexity

- Definition of project and agile change interdependencies for detection of conflicts when changes are made to one or the other of codependent investments

- Standard templates to support budget allocations for investment proposals within programs and/or organizations

- Definition of the architecture deliverables such as new or updated applications, technology components or business supports in response to a investment's business scope

- Definition of specific skills needed - and in which amount - at each individual phase of an investment, also project and skill templates for defining recurring implementation patterns for projects that have similar resource needs

- Milestone tracking for high-level tracking of approved investments

- Task-level project planning using multiple currencies (if needed) and named resources

- Time reporting per named resource and timesheet submission and approval across project and non-project-related work items

- Project baselining, what-if scenario planning and benefits tracking

- Integration with Microsoft Project

- Integration with JIRA issue tracking system to support prioritization of operative development work and to reflect issues associated with applications, projects and more in the portfolio assessment

- Demand-to-feature backlog transition for direct translation of business demands for digital products and services into backlog features for Agile development teams

- Integration with Microsoft Azure DevOps

- Interface system migration for enterprise application integration (EAi) and enterprise information integration (EIl) systems for automatic migration of information flows to a new version of the interface system

- Data capture forms, computational rules and standard measures - like discounted cash flow - for business case definition, assessment and comparison

- Orchestration of change from projects, applications, components, and standard platforms to enterprise releases

- Business support map to understand the business context of the architectural changes included in the enterprise release to identify any increase in risk to the environment that would necessitate adjustment

- Information flow diagram to identify the integration and information management context of the architectural changes included in the enterprise release and ensure completeness of the integration tests

- Project dependency map to verify the relevant dependencies between the different projects included in the enterprise release and ensure completeness of the architectural changes planned for in the release.

- The class "service product" as a service that is owned by an organization and made available to other entities

- "Service items" to represent the "bill of service"

- Association of services with objects such as applications, components, standard platforms or organizations

- Service contracts to capture consumption of services by business organizations

- Service-level agreements (SLA) for each service to define measures for the service product being contracted, for example, service desk support hours, target resolution time, defect backlog size limit, maximum number of test failures, etc.

- Assignment of a service product to a market product in order to indicate that the service product is made available via the market product

- Service product Life cycle, object states, and release status definitions

- Data capture forms, computational rules and standard measures - like discounted cash flow - for business case definition, assessment and comparison

- Constructs for strategic themes, epics, user stories and ARTs for Agile delivery

- Feature management to manage requests and backlog in the context of business and IT strategy

- Interactive Kanban reports for demand-to-investment life cycle planning and management

IT finance management

- Contract and vendor management

- Investment optimization

- Cost Driver Analysis

- OpEx optimization

The IT finance management extension package helps align IT cost optimization with business strategy to be able to see where to cut costs and what the impact will be to the business. It enables organizations to understand current and future business priorities and which IT supports them at what cost. It provides confidence in decisions to cancel licenses, reduce maintenance, stop investments, and postpone programs. IT finance management helps organizations achieve the IT transparency needed to be able to make those tough decisions on prioritizing and rationalizing IT spending-without compromising IT support or alignment with strategy. With sufficient insight into business priorities, IT cost drivers, the investment portfolio, and the IT landscape, IT can use CapEx prioritization and OpEx management to not only reduce cost but to bring sustainable value to the business.

Contract and vendor management lets organizations associate contractual terms and conditions with related architecture elements to understand change implications to minimize planning risk and avoid unnecessary costs.

Investment optimization provides a methodology for inventorying and analyzing current and planned investments to investigate whether they are serving any business purpose - thus optimizing the investment portfolio to give the best value for money - bottom-up and top-down budget analysis, business case creation and assessment as well as generating key financial performance measures for individual investment and entire portfolios thereof.

Cost driver analysis helps organizations associate costs to architecture elements and then aggregate these for individual business services, processes, and domains to understand exactly where costs are accruing. They can thus make rationalization decisions without risk to IT support for business.

OpEx optimization enables IT managers to use a portfolio approach to assess assets, returns and risks in the IT landscape to reduce operating expenditure

The IT finance management extension package is used by portfolio managers, enterprise architects, business analysts, IT finance managers and procurement managers to:

- Make informed decisions on architectural change as per contractual relations with IT suppliers or service providers

- Define contract deliverables and service level agreements that are aligned with the architectural structure and thus also aligned with IT support for the business

- Understand which contracts are associated with a specific vendor/provider organization and what risk implications or negotiating leverage can be derived from this

- Proactively manage vendor contracts to align with current and future needs of the organization

- Optimize budget allocation to the investment portfolios with the highest predictability of ROI

- Remove low-value investments to reduce or optimize capital expenses

- Understand the true cost of IT support for business processes or business capabilities

- Identify redundant or inefficient IT support of business processes and business capabilities

- Identify business processes that are candidates for an outsourcer who can deliver at lower cost

- Base portfolio rationalization decisions on the value, cost and risk across several possible alternatives

- Understand what is driving IT costs and responsibly optimize IT operational costs

Features include:

- "Contract" as an artifact describing which vendor or service organization is providing a certain product or service and under which conditions

- Association of contracts for many of the Alfabet classes, for instance, vendor product, business process, business object component, standard platform, project and application

- View of the contract terms including cost information and any referenced master contract

- Capture of individual contract items to ensure that relevant contract conditions are known by the organization using them

- Definition of contract deliverables including date, volume, and status and their association to architectural elements and responsible staff or organization

- Capture of the contract payment schedule to ensure that income and expenditures can be tracked

- Usage monitoring with regards to volume and status of contract deliverables to identify contracts that are not fully utilized (and should hence be renegotiated or cancelled) as well as contracts that are overutilized

- Integration with Technopedia® IT catalog for public sourcing of vendors, vendor products and technology life cycle information**

- Data capture forms, computational rules and standard measures - like discounted cash flow - for business case definition, assessment and comparison*

- Prioritization reports for automatic ranking of investment proposals for a specified budget period and financial threshold by applying user-defined weighting schemes such as technical and commercial impact and technical complexity*

- Cost-benefit estimates derived from bottom-up and top-down analysis

- Instant checking of investment budget requests against planned budget allocations to confirm availability of funds over years

- Representation of IT cost elements as captured by the organization's financial and asset management systems

- Allocation of IT cost elements to fundamental architecture dimensions such as applications, projects, deployments, or service products

- Expression of IT costs along business dimensions such as business processes and business capabilities as well as organizational entities using IT systems in their daily operations

- Portfolio analysis along multiple dimensions such as cost, risk, usage, technology, health and business fit to base portfolio rationalization decisions on the value, cost and risk across several possible alternatives

- Integration with Apptio for IT financial management for sourcing cost information
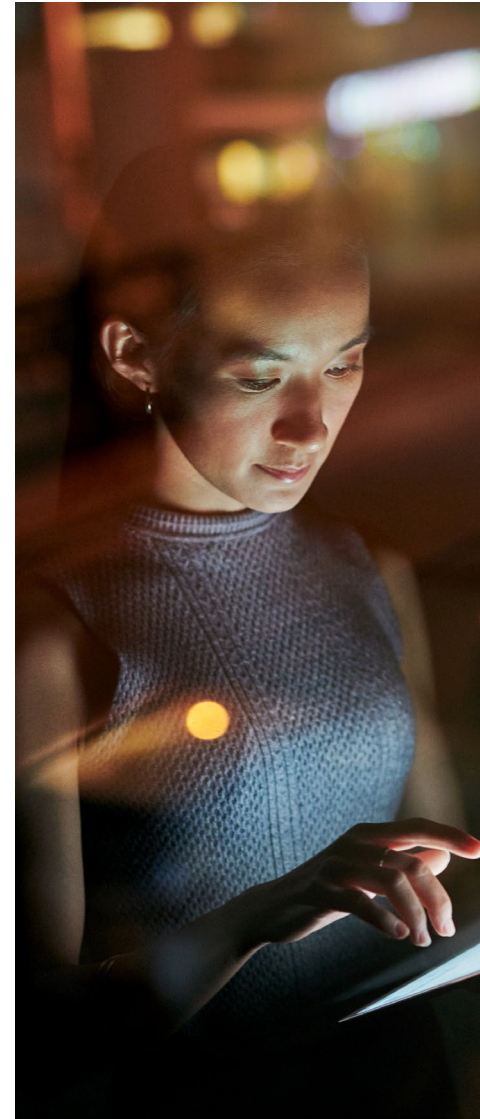
* requires the strategic planning extension package

** Note: For usage of this feature, a valid Technopedia® subscription is a prerequisite. For updating data from Technopedia the ADIF expansion set is also required.

IT risk and compliance management

- Application risk management

- Project risk management

- Information risk management

- Compliance management

The IT risk and compliance management extension package helps enterprises identify and assess threats and risk more effectively and achieve greater efficiencies in compliance control. It provides greater insight into risk exposure to be able to understand which, e.g., IT systems, technology components or investments carry risk due to direct and indirect threats, what the implications of the risk are, and what kind of mitigation measures are needed. It also supports the processes necessary for compliance management: definition of control sets, evaluation of objects for specific controls, reporting and auditing. In anchoring control processes and objectives into the IT architecture, organizations can better keep up with the ongoing demands for controls assessment in the evolution of a corporation's IT landscape. Data retention policies for business data ensure data retention is compliant, cost-effective and supports information needs.

The IT risk and compliance management extension package is used by enterprise architects, compliance officers, risk managers and auditors to:

- Assess applications, technology components, investments and other (IT) objects according to their degree of risk exposure

- Define a centralized framework and the relevant data to make compliance checks more efficient

- Stipulate risk catalogs as applicable to specific sets of applications, technologies or similar

- Perform and manage compliance evaluations

- Audit for adherence to the control structure and correctness of the evaluated objects

- Be informed, knowledgeable and Proactive in protecting the enterprise from threats, automate the assessment, plan and manage mitigation measures and actions

- Link mitigation actions to demands, thereby incorporating them into the standard demand to budget processes*

- Establish automated processes to drive risk assessments from the threats as those become known in the market

- Refine data retention policies at a more granular scale

Features include:

- Capture of threats from internal and external sources on a continual basis

- Categorizing, scoring, and assessing threats as well as relating them to architecture elements

- Definition of "risk relevance" questionnaires to survey risk-related properties of individual IT objects such as applications, technology components or projects

- Creation of risk assessment values that can be assigned to IT objects according to implied risk

- Automatically calculated risk rankings

- Risk portfolios portraying risk distributions for groups of or individual IT objects in a 3D evaluation matrix

- Definition of mitigations and association of these with affected architectural objects and demands*

- Control sets, compliance controls and compliance domains as architecture artifacts

- Definition of compliance projects as individually executed compliance inquiries

- Policies for defining areas of validity for compliance projects, and rules to find the target objects as well as the persons to answer the questions for the target objects

- Automate notification sent via email to assessors when a compliance project is initiated

- Easy-to-use wizards allowing assessors to efficiently provide the necessary information about the target objects they are responsible for reports providing compliance managers with an overview of the completion of the compliance project and the aggregated results of the evaluations

- Association of data policies to the related applications and business data objects
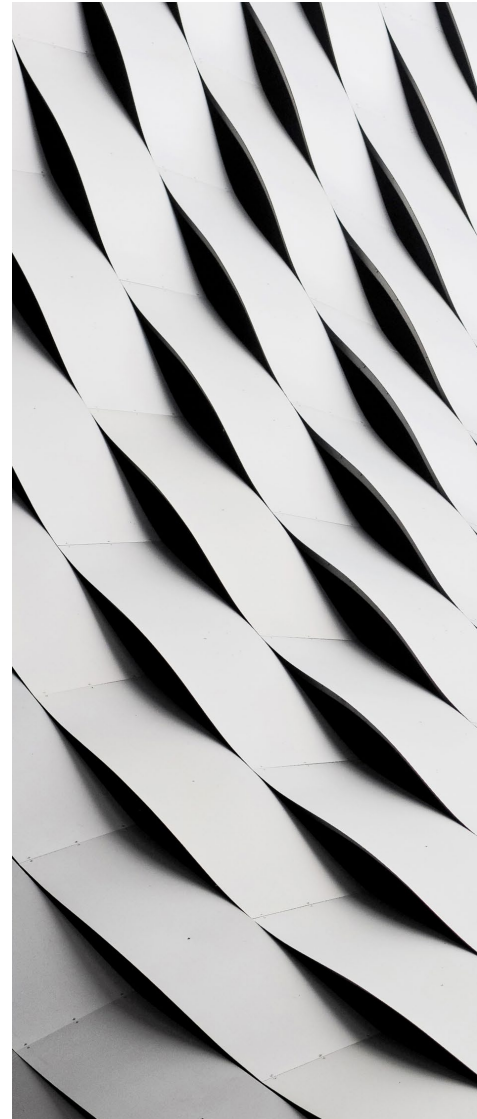
* requires the Strategic Planning extension package.

User types

Alfabet offers three types of users according to the scope of the individual user's responsibility in the enterprise's IT planning and portfolio management process:

Alfabet business user

Alfabet business users are the main drivers of value-adding activities such as architecture landscape assessment and planning, master planning, strategy deduction, and capability management. The product functionality required to accomplish these tasks make up Alfabet's various capability packages. Business users have access to all the functionality contained within the package(s) the customer has licensed in a fully interactive mode. Permissions for business users to make changes to the information comprised in Alfabet are governed by the user and access rights set up in Alfabet.

Business users may also use the configuration capabilities in the IT transformation server while acting as the customer's solution designers. Configurations are performed with features of Alfabet Expand in a networked development environment, i.e., networked non-production instance, or a local installation, i.e., non-networked presentation instance, as licensed by the customer. Changes to configurations are applied to the relevant production instance using the Alfabet Administrator application and a specifically created file comprising the configuration changes by the customer's administrative personnel.

Business users capture, maintain and validate the set of objects they are responsible for. A typical example of this is the application owner who owns a number of applications in the application portfolio and has to ensure the completeness, consistency and accuracy of the information on these applications - information such as life cycle definition, risk profile and relationship to the business, information and technology architectures.

Business users contribute to the various IT planning tasks, such as demand management, project proposal planning, master planning, strategy deduction and capability management by either supplying needed information or using such information to make or propose decisions, develop scenarios, define future state architecture artifacts and portfolio road maps, operationalize business and IT strategies and so on. In this sense, business users span the wide range of stakeholders in business and IT transformation, be it portfolio managers, business and IT strategist or planners, business and IT leaders, risk and finance managers or innovation managers.

Business users may use data capture functions according to the scope of the customer contract, e.g., document application, component, device. They may also initiate workflows for capturing data.

Typically, the data capture and maintenance processes are performed using wizards specifically tailored to the needs of the business user's profile. Business users have all the rights of analysis users.

Alfabet analysis user

Users with the status of analysis user access Alfabet for the sole purpose of viewing information relating to the enterprise architecture, IT planning and portfolio management activities the enterprise is engaging in. Information may be accessed through any of the functions available in the IT Ttransformation server and extension packages the customer has licensed. This includes the use of dashboards, bookmarks or express views. A read-only user profile must be defined for the analysis user. Analysis users can attach notes to objects and notify the owners of objects as needed. Though read-only user type, the Alfabet Analysis users license permits contribution to collaboration conversations and comments to objects using annotations.

Actionable contribution through workflows or assignments is reserved for Alfabet business users and Alfabet contribution users.

Alfabet contribution user

Users with the status of contribution user typically interact with the product to enter information that will be used by business and analysis users for enterprise architecture, IT planning and portfolio management processes and analyses. These are low-touch interactions such as submitting timesheets for project management, entering demands or participation in a workflow.

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