

Persona #4: Senior EA Architect Sally

1. User Needs

Wants to know how to be an Advocate for EA and help other organizations set up or expand their EA practices. Is looking for detailed information about methods and best practices. Wants to find peers. Willing to volunteer to help.

2. What the user expects to find in the Wiki

- EA Artifact and Content Management Tools
- EA Practice Standards/Frameworks
- EA Methods / Artifacts and Peer institution examples
- EA Roles, Responsibilities, and Job Descriptions
- EA Consultants
- EA Standards, Models and Frameworks
- Organizational Readiness/Capacity Building
- EA Practice Examples in Higher Education
- Ways to Engage with ITANA
- Events Calendar and List, etc.

3. Where they end up

- Job Descriptions
- Overview of Standards, Certs, Trainings
- EAMM Maturity Model
- ITANA working Group/Interest Groups
- ITANA Events Calendar
- Skills, Lists and Professional Pathways
- Mentorship Opportunities or Program Pages

4. Wiki Content

Activity: Wiki Content: Find resources in the wiki that are applicable to this Persona.

Potential sources: Current Wiki, Presentations or Slides, External Links or Resources

Content: What existing content needs to be added to this Persona document?

- **What** content (name, type, location URL)
- **Details** (like slide number, table, paragraph)
- Why does this help (short description)?

GAP: What needs to be added? List any desired content/missing resources or gaps that you think would be good to develop in the ITANA wiki.

Implementation Roadmaps

Current Content:	
GAP	

General EA Information

- <https://internationaleainstitute.org/>
- https://sparxsystems.com/enterprise_architect_user_guide/15.2/guidebooks/ea_what_is_enterprise_architecture.html
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EA Artifact and Content Management Tools

- **Current state** - Tools, Review and Comments (Gliffy, Magic Draw, Protege)
(<https://spaces.at.internet2.edu/display/itana/Tools+-+reviews+and+comments>)
- **GAP** - a review of open source and vendor tools like Archi, Planview, Orbus, etc.
 - Presentation for the Itana Business Architecture Working Group about Archimate
 - <https://drive.google.com/file/d/17lhXgeyflXE0JZ54WIWfb0TvZjEGKiKT/view?usp=sharing>
 - Note: Many higher education EA practices do not have the resources to purchase an EA tool and Archimate is a free open resource
 - <https://www.archimatetool.com/>
 - <https://ea.rna.nl/the-book-edition-iii/>
 - I believe UBC uses the Ardoq tool

Standards for creating EA Artifacts

- <https://spaces.at.internet2.edu/display/itana/Using+an+Artifact+to+Analyze+and+Communicate>
 - This is a resource for creating and using artifacts (not standards though)
- **GAP** - Archimate, UAF (worth mentioning for Higher Ed?)

EA Methods / Artifacts and examples from peer institutions

- TIME models, Brick Diagrams, Dot Diagrams, Technology Road Maps, etc
 - Current state
 - <https://spaces.at.internet2.edu/display/itana/Architecture+Methods>

EA Roles, Responsibilities, and Job Descriptions

- EA Practice Profiles has some of this information
 - Current state
 - <https://spaces.at.internet2.edu/display/itana/EA+Practice+Profiles>
 - <https://spaces.at.internet2.edu/display/itana/New2EA+WG+2020+Call+Program?preview=%2F159979498%2F168693796%2FNew2EA+WG+-+EA+Practice+Journey+Maps+-+2020.06.03.pdf> has the names of who gave their journey maps but we need to ask for access to the actual slides they shared.
 - [Meeting Notes] - How some EA practices got started
- **GAP** - EA Practice Profile Content - No current way to update this process; perhaps a Practice Template and Update Interval standard? Can we provide historical snapshots or put this in the form of journey maps (or add to the profiles a journey map?)

EA Consultants to Potentially Hire

- List of subject matter experts and contact information within Itana
- Standardized tags of expertise (as part of a larger tag set)
 - Application
 - Network
 - Technology
 - Data
 - Business
- Note: We might look to Internet2 or EDUCAUSE for this content/service
 - **GAP:** Needs list of Itana SMEs, Eventually we may want to develop an official ITANA PEER Review Program and add that page to Experts.

Events Calendar and List, etc.

- Current state
 - <https://spaces.at.internet2.edu/display/itana/Events>
 - <https://spaces.at.internet2.edu/display/itana/Calendar>
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EA Standards, Models and Frameworks

- External: TOGAF
 - <https://www.opengroup.org/togaf>
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- External: Zachman
 - https://en.wikipedia.org/wiki/Zachman_Framework#:~:text=The%20Zachman%20Framework%20is%20an,intersection%20between%20two%20historical%20classifications.
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- External: FEAF

- https://en.wikipedia.org/wiki/Federal_enterprise_architecture
 - https://obamawhitehouse.archives.gov/sites/default/files/omb/assets/egov_docs/fea_v2.pdf
- External: TOGAF and Zachmann
 - <https://pubs.opengroup.org/architecture/togaf811-doc/arch/chap39.html>
- **List of EA Practices in Higher Education (Overview of Practice/Assessment + Contact)**
 - **Current State:** [Face2Face 2018 - Evaluating and Maturing Your Enterprise Architecture Practice](#) (Slides 28, 35-37)
 - Best Practices: <https://spaces.at.internet2.edu/display/itana/Architecture+Methods>
 - Practice Profiles - <https://spaces.at.internet2.edu/display/itana/EA+Practice+Profiles>
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- **GAP - EA Mentoring Opportunities (No social elements)**
 - Need good examples of journey mapping for practice development
 - What are the growing pains
 - How to show value
 - Itana session by Brendan Bellina from UCLA which demonstrates showing value of EA practice with metrics
 - <https://spaces.at.internet2.edu/display/itana/2020-2021+Itana+Program?preview=%2F172262638%2F172262647%2Fuc-la-itsvcea-eamm-itana-2018-12-14.pdf>
 - Itana session by University of Washington which illustrates how the EA practice can communicate to Sr Leadership
 - <https://spaces.at.internet2.edu/display/itana/Events?preview=/172262638/190350585/Managing%20EA%20Work%20and%20Communications%20-%202021-04-13.pdf>
- **How to Demonstrate Business Value with EA**
 - Book: Chess and the Art of EA <https://ea.rna.nl/the-book/>
- **Universities with known “mature” EA practices**
 - University of Washington
 - <https://www.washington.edu/uwit/divisions/iss/ea/>
 - University of British Columbia
 - <https://cio.ubc.ca/enterprise-architecture/enterprise-it-architecture-committee>
 - Yale
 - <https://www.washington.edu/uwit/divisions/iss/ea/>

- UCSD
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- **Ways to Engage with Itana, Value of engaging / participating in Itana**
- **How EA in higher education is different than the corporate world**
 - How can EA work in the type of institution I'm in in
 - Carnegie Classification, etc
- **Lists of higher ed institutions involved with Itana**
 - **GAP** - Glossary of terms
- **Organizational models**
- **EAMM Maturity Model**
 - <https://spaces.at.internet2.edu/display/itana/EA+Maturity+Model+Home>
 - Job Descriptions are buried one level down from the EA Practice Profiles.
 - <https://spaces.at.internet2.edu/display/itana/EA+Practice+Profiles>
 - They are on each Profile page if they have been added at all.
- **ITANA working Group/Interest Groups**
 - <https://spaces.at.internet2.edu/display/itana/Groups>
 - ITANA Events
 - <https://spaces.at.internet2.edu/display/itana/Events>
- **Job Descriptions**
 - [Architecting the Architecture \(Educause article by Jim Phelps\)](#) - section labelled "Do I Need Deep Technical Knowledge in My EA Team?"
 - Example - University of Washington - [Business Architect JD](#) (2017)
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List any missing resources or gaps that you think it would be good to develop in the ITANA wiki to help with this scenario.

- Fixed Set of Labels for Content, Expertise (Consultants)
<https://spaces.at.internet2.edu/label/itana/join>

Some Glue:

Being an <persona>
Shaping a Practice
Fitting the Organization
Networking