



Course Pre-work

The Business Technology Strategy (BTS) materials are included in this course. The BTS materials are .pdf slides of the BTS courseware which has the instructor notes included. The material will take approximately 4-8 hours to read through. Access is given upon registration via our Learning Management System, Docebo.

Certification Information

The Certified IT Architect - Associate (CITA-A) credential is included in the price of the course and is awarded to those who qualify based on a combination of criteria including education, experience and test-based examination of professional knowledge of architectural skills and management.

The Associate training program prepares architects for this rigorous assessment. The CITA-A demonstrates that you have acquired the depth knowledge in your specific specialization area. Next steps are to take that knowledge into practice to prepare for the CITA-Specialist review board certification (separate certification).

The exam is deployed online via our LMS, Docebo. It is a 100 questions true/false and multiple choice exam which is timed for 2.5 hours within the environment. A score of 70% is required to pass the exam.

Syllabus

Module 1: What is Business Architecture?

- What is business architecture and where does it fit in the business?
 - Summary diagram
 - Cloud diagram
- What is the main job of the business architect? (to lead and manage change)
- The types of work typically asked of business architects
- Definition of a business
- Definition of business architecture

Module 2: Business Architecture Models and Views

- Lesson 1: Charters, contracts and their role in business architecture
- Lesson 2: Views of business architecture
- Lesson 3: Models for Strategy
 - Workshop: Determine the business model canvas for one of the Tinkleman lines of business. Bonus: identify the overall strategy for Tinkleman
- Lesson 4: Models for Value
 - Workshop: Determine the value network for one of Tinkleman's lines of business. Identify each of the three fundamental flows and the value propositions for Tinkleman's customers.
- Lesson 5: Models for Services
 - Workshop: Create a customer experience map for the gaming line of business. Identify the major touch points and services.
- Lesson 6: Models for Capabilities
 - Workshop: Identify the main level three capabilities for the gaming line of business. Identify key supporting capabilities, but detail only those that directly support a customer or supplier touch point.
- Lesson 7: Models for Processes
- Lesson 8: Tying the models together
- Lesson 9: Models versus Deliverables

Module 3: Performance Measurement

Why do architects need to know this stuff?

Lesson 1: Financial measures

Lesson 2: Activity based costing

Lesson 3: Structural performance measures

Lesson 4: Measuring services, processes, and capabilities

Lesson 5: Measuring when measuring is hard

Workshop: Develop a set of performance measures for Tinkleman's eBook business. Decide what you would measure, and determine what you need to know to compute your measures. Actual calculation may not be possible with the information you have, so describe how you would collect it.

Module 4: Strategy & Goal Development

Lesson 1: Competitive Environments

Lesson 2: Operating Models

Lesson 3: Translate Strategy Into Action

Lesson 4: Align the Organization to the Strategy

Lesson 5: Plan Operations

Workshop: Given what you know about Tinkleman, develop a business model canvas for the company and each of its major businesses. Pick one of those businesses and translate the strategy into operational plans. Identify processes, capabilities, and organization structures that might need to change and how they would be changed.

Module 5: Managing Business Capabilities

Lesson 1: Capabilities as model components

Lesson 2: Identifying capabilities

Lesson 3: Organizing capabilities

Workshop: Identify one or two sets of capabilities based on customer touch points as described on a customer experience map

Module 6: Managing Business Processes

Lesson 1: Building the process model

Lesson 2: Managing processes

Lesson 3: Improving processes

Workshop: Identify the e2e processes for the gaming business unit. Be sure to cover the full scope of the business unit. Describe how you would monitor the performance of these processes, including the specific measures you would use.