ARIS 10
SAMPLE VIEWS FOR ARCHIMATE 3.0 CONFORMANCE
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1 Introduction

A viewpoint in the ArchiMate language is a selection of a relevant subset of ArchiMate elements and their relationships geared towards stakeholders that will design, decide or inform others based upon the resulting views.

This document contains views adhering to example viewpoints listed in Appendix C of the ArchiMate 3.01 Specification published as Open Group Standard C179 in August 2017. All views are created with ARIS Connect Server version 10.0.6 released by Software AG in October 2018.

The relationships between elements depicted in views from chapter 3-9 are mutually exclusive to facilitate governance of these relationships by appointed stakeholders (a.k.a. librarians).
2 Generic

2.1 All Elements
2.2 All Relationships
2.3 Layered View
2.4 Nesting

![Diagram showing nesting relationships in ArchiMate 3.0]

- Insurant
- Direct Channel
- Intermediary
- Indirect Channel

Archisurance

Front Office
- Customer Relations
- Intermediary Relations

Back Office
- Homeowner's & Travel Back Office
- Car Back Office
- Legal Expense Back Office

Shared Service Center
3 Strategy

3.1 Capability Map View
3.2 Resource Map View
### 3.3 Strategy View

```
Excellent Online Customer Interaction → Digital Customer Intimacy Strategy → Detailed Insights in Customer Behavior

Digital Customer Management

Data-driven Insurance
```
4 Business

4.1 Business Process Cooperation View
4.2 Organization View
4.3 Product View
### 4.4 Service Realization View

5 Application

5.1 Application Cooperation View (Baseline)
5.2 Application Cooperation View (Target)

[Diagram showing the Application Cooperation View (Target)]

- Front Office
  - Web portal
  - CRM data
  - Call Center Application
  - CRM data
  - General CRM System

- Homeowner's & Travel Back Office
  - ArchiSureance Back Office Suite
    - AUTO-U
    - P-ADMIN
    - VERSA-CLAIM
    - P-CONFIG
    - SRMS
  - Data Warehousing Solution

- Shared Service Center
  - Document Management System

- Customer data
- Document data
5.3 Application Usage View
5.4 Information Structure View
6 Technology

6.1 Implementation and Deployment View
6.2 Technology View
6.3 Technology Usage View
7 Physical

7.1 Physical View
8 Implementation and Migration

8.1 Implementation and Migration View
8.2 Migration View
8.3 Project View
9 Motivation

9.1 Goal Realization View
9.2 Motivation View

[Diagram showing relationships between nodes such as Customers Defecting To Competitors With Superior Digital, Profitability, Reduction Of Costs, Increase In Revenue, Reduction Of Maintenance Costs, Reduction Of Personnel Costs, Improvement In Cross-Selling Success.]
9.3 Outcome Realization View

Excellent Offline Customer Interaction

- Social media competency
- Social media apps
- Enterprise-wide CRM automation

- Data analysis competency
- Data sources
- Data analysis automation
- Integrated back-office automation

Detailed Insights In Customer Behavior

- Have Only One Technology Stack For Each Business Domain By 2019
- 15% Reduction Of Personal Costs By 2019

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9.4 Requirements Realization View

- Support For Financial Transactions
- CRM Data Should Be Maintained Centrally
- Shared Back Office Application For All Products
- Payment Service
- General CRM System
- ArchiSure Back Office Suite
- Policy Creation Service
- Claims Administration Service
- Claim Information Service
- Support For Policy Administration
9.5 Stakeholder View

- Board
- Customer
- Sales Target
- Stakeholder Satisfaction
- Customer Satisfaction
- Product Portfolio
- Price
- Profitability
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