Abstract
The majority of problems that pop up during product creation have a non-technical root cause, for example in people, process, or organization issues. Organizations have many additional processes to support the business and to support the involved stakeholders, such as the architect. These additional processes also need evolution to stay fit for purpose. We discuss the role of the architect in the evolution of supporting processes.
Some of the Supporting Processes

**Product Creation Process**
- Roadmapping
- Budgeting
- Planning
- Testing
- Change Request
- Problem Reporting
- Design Quality Assurance
- Requirements Management
- Documentation
- Reviewing
- Recruiting
- Education
- Appraisal
- Research
- Intellectual Property

**Customer-Oriented Process**
- Branding
- Public Relations
- Relation Management
- Order Management
- Customer Support
- Quality Assurance
- Procurement
- Statistical Process Control
- Facility Management
- IT Infrastructure
- Finance and Administration

**Policy and Planning Process**
- Budget, Planning
- Product Roadmap
- Technology, Process, and People Roadmaps
- Customer Roadmap

**People, Process, and Technology Management Process**
- Product Related Processes
- Requirements and Feedback
- Technical Product Documentation
- Customer Support
- Order Management
- Resource Planning
- Research
- Development
- Appliance Management
- Procurement
- Facility Management
- IT Infrastructure
- Intellectual Property

**Business Drivers**
- Customer
- Technology, Process, and People
- Requirements and Feedback
- Technical Product Documentation
- Customer Support
- Order Management
- Resource Planning
- Research
- Procurement
- Facility Management
- IT Infrastructure
- Intellectual Property

**Support Systems**
- Recruiting
- Education
- Appraisal
- Research
- Intellectual Property

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How to Cope with Problems

1. Detect problem
2. Brief root cause analysis
3. Determine owner
4. Delegate