Abstract
This article positions the system architecture process in a wider business scope. This positioning is intended to help understanding the processes in which the system architect (or team of system architects) is involved.

It focuses on an organization that creates and builds systems consisting of hardware and software. Although other product areas such as solution providers, services, courseware, et cetera also need system architects, the process structure will deviate from the structure as presented here.
Simplified Decomposition of the Business

Customer-Oriented Process:
- Sales
- Logistics
- Production
- Service
- Presales

Product Creation Process:
- Policy and Planning Process
- Technology, Process, and People management
- Product roadmap
- Budget, plan
- Needs and feedback
- Product Needs and feedback
- Material

Customer Roadmap
Business Drivers

Support
Product Needs and feedback
Material

Needs and Feedback
Technical Product Documentation
Product-related processes
Product
Order
Information

Technical Process
People Technology Process

People, Process, and Technology Management Process

Budgets
Technology, Process, and People roadmaps

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PDBprocessDecomposition
Financial Characterization of Decomposition

Customer Oriented Process

- sales
- logistics
- production
- service
- presales

Product Creation Process

- Policy and Planning Process
- People and Technology Management Process

Business Drivers
- Customer Roadmap
- Budget, plan
- Technology, Process, and People roadmaps

Product Needs and Feedback
- Product roadmap
- Technical Product Documentation

Material
- Needs and Feedback
- Product-related processes

Information
- Order
- Support

Order
- Product
- Cooperation
- Sales
- Logistics
- Production
- Service

Sales
- Logistics
- Production
- Service
- Presales

Tomorrow's Cashflow

Support
- Management
- Management
- Budgets
- Technology, Process, and People roadmaps

Cashflow Generation
- Business Drivers
- Customer Needs and Feedback
- Product Needs and Feedback

Customer
- Sales
- Logistics
- Production
- Service
- Presales

Assets
- People and Technology Management Process
- Tomorrow's Cashflow
Multiple Instances per Process

**Customer Oriented Process**: Depends on geography, customer base, and supply chain.

**Product Creation Process**: One per entity to be developed, where such an entity can be a product family, a product, or a subsystem.

**People and Technology Management Process**: One per “competence”, where a competence is a cohesive set of technologies and methods.

**Policy and Planning Process**: One per business. This is the pro-active integrating process.
The Value Chain and the Opposite Feedback Flow

Policy and Planning Process

Customer-Oriented Process

Product Creation Process

People, Process, and Technology Management Process
Decomposition of the Customer Oriented Process

- Order Acquisition
- Order Realization
- Service Support
- Material Order
- Product Order
- Product Support
- Information

Customer-Oriented Process

Order

Product

Support

Information

Material

Order

Product

Support

Information

Material

Order

Product

Support

Information

Material
Extended with Generic Developments

Policy and Planning Process

Customer-Oriented Process

Product Creation Process

Generic Developments Creation Process

People, Process, and Technology Management Process